

Human Resources Survey Results

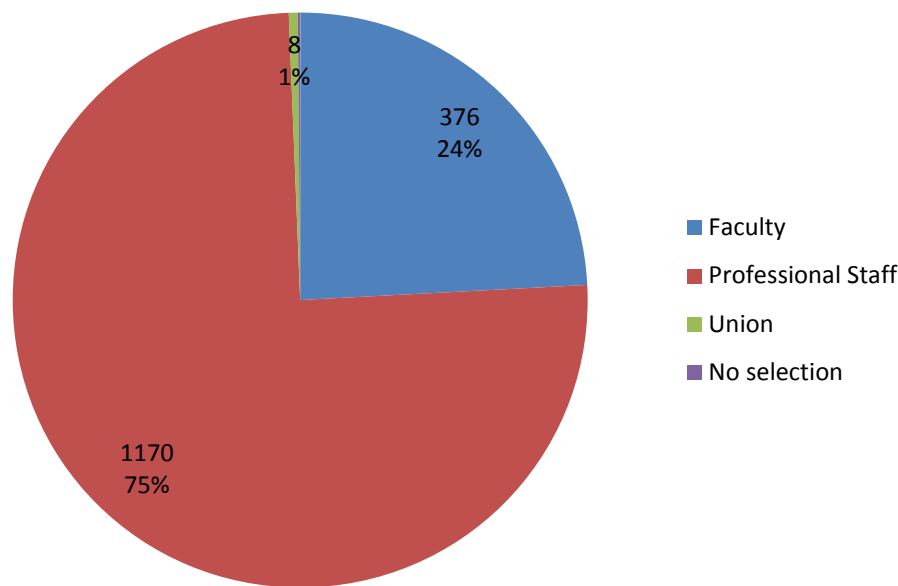
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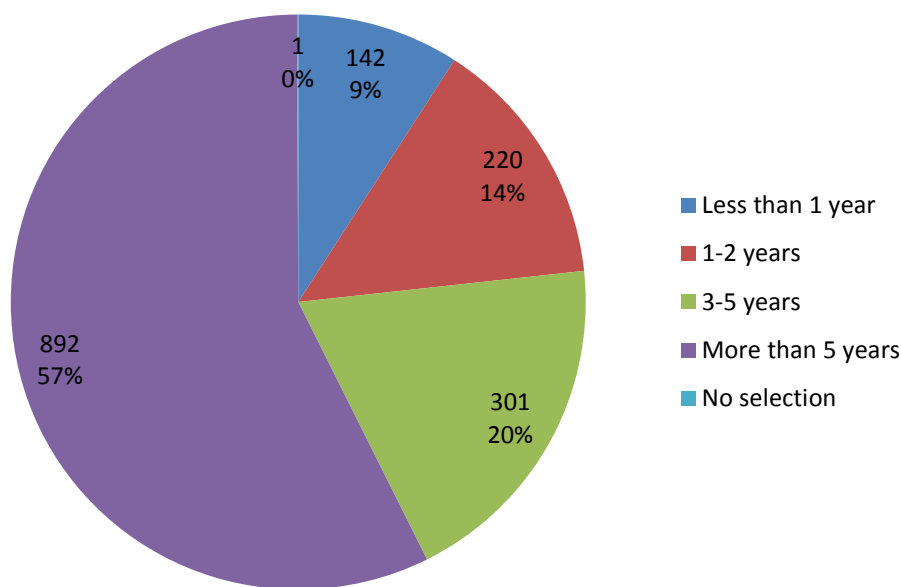
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Demographics of Responses

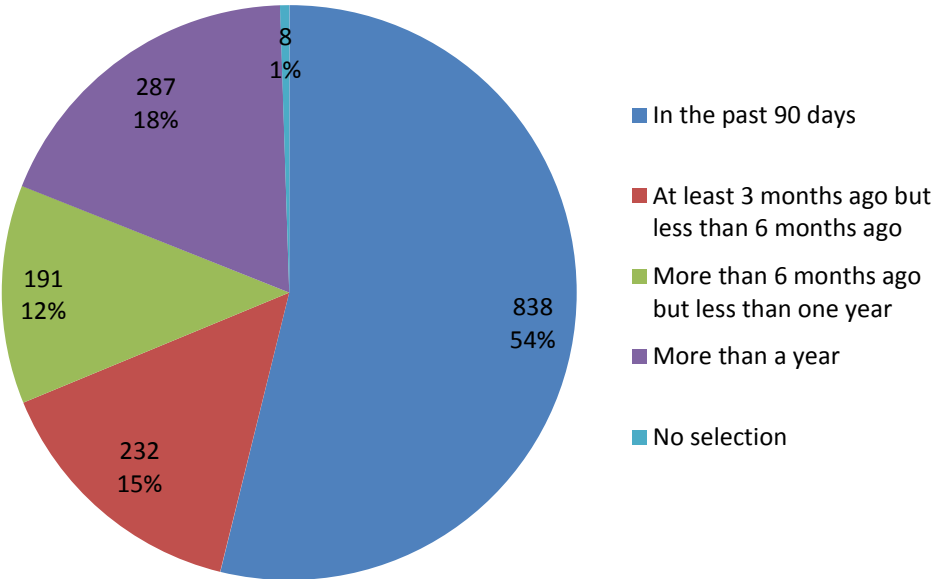
Type of Employee



Length of Service



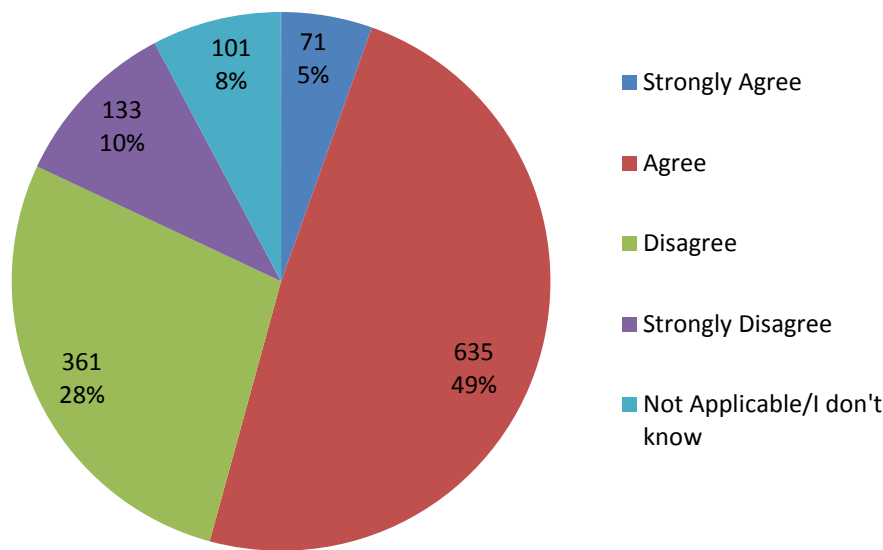
Last Interaction with Human Resources



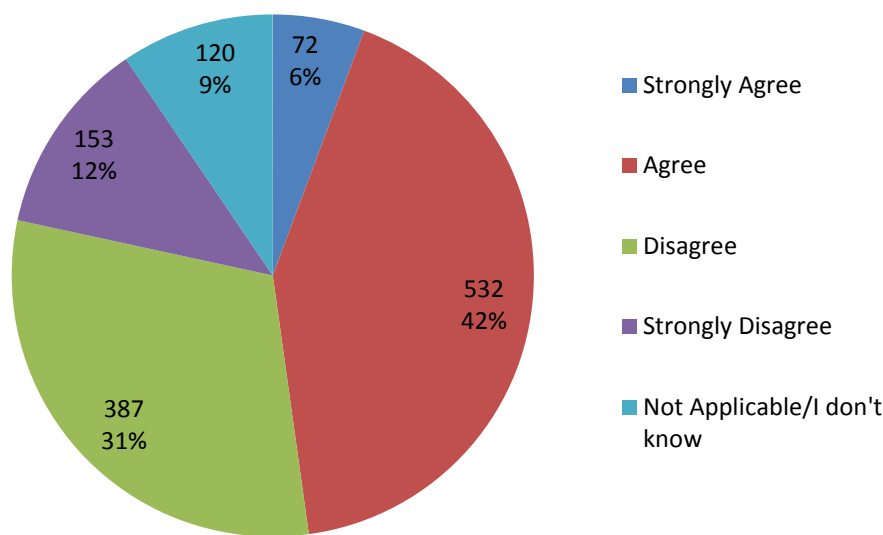
Human Resources Overall

How would you rate your overall satisfaction with HR Services?

I am satisfied with the quality of service

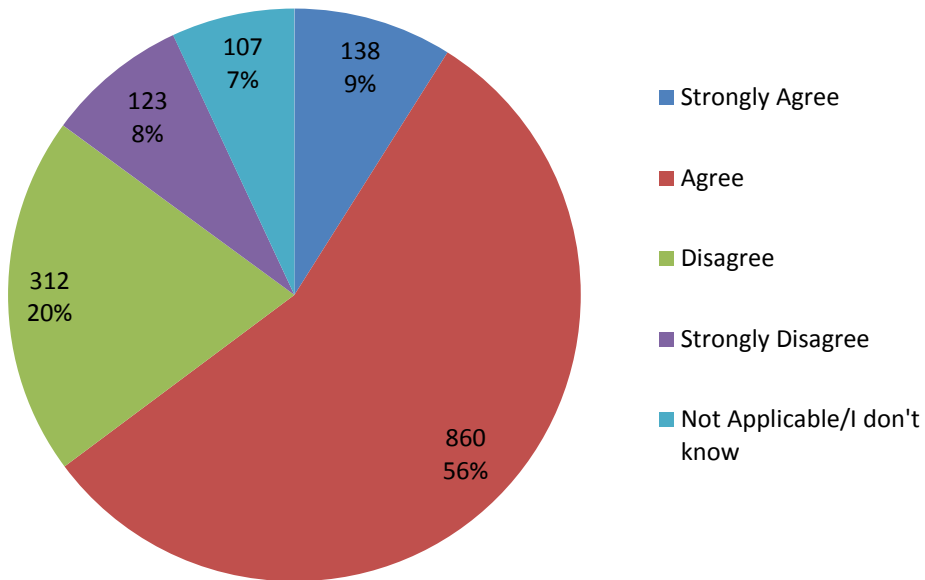


I am satisfied with the timeliness of service

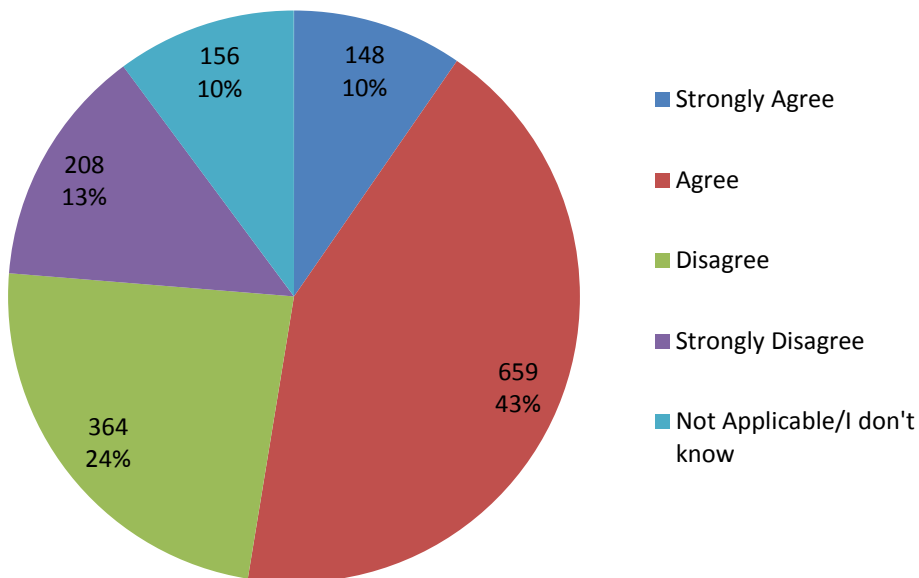


Communication

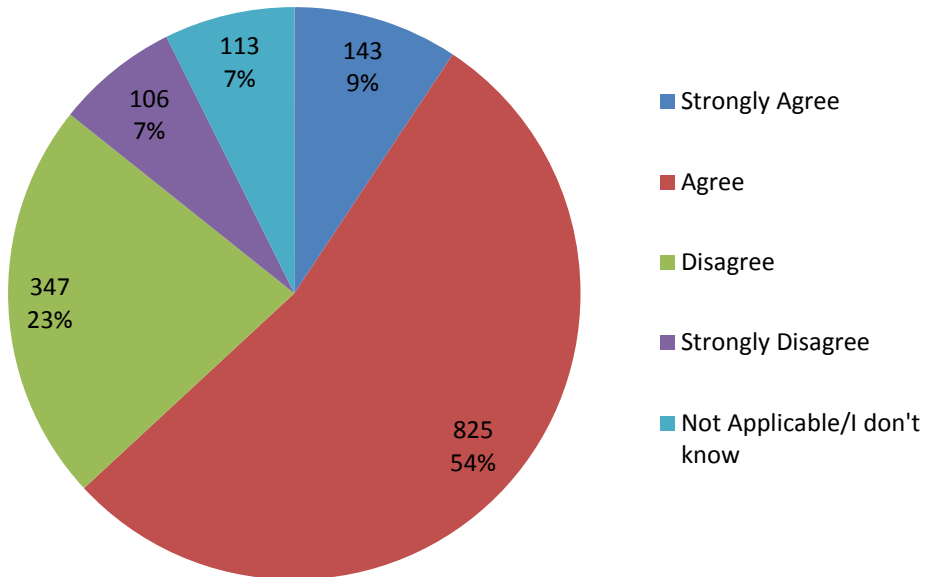
HR effectively communicates changes in policies and procedures



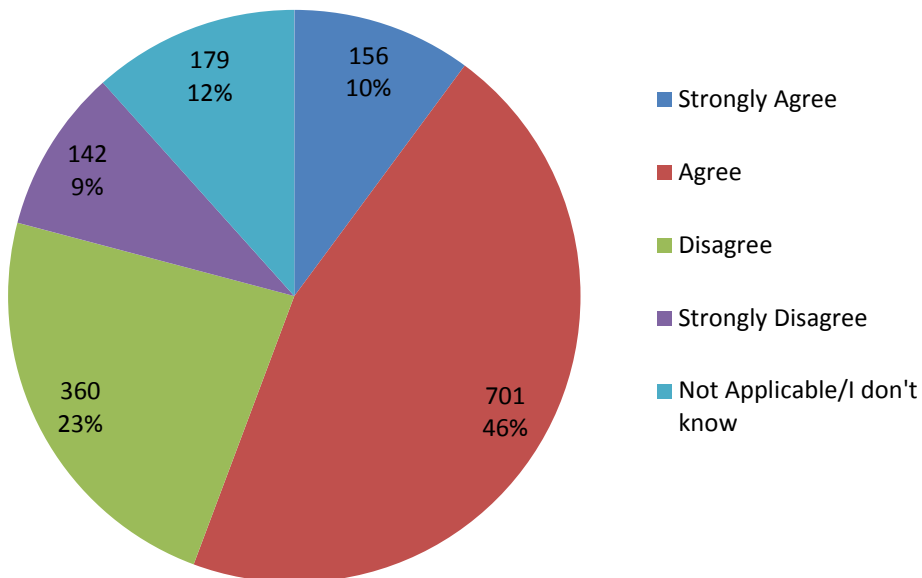
HR responds to my inquiries in a timely manner



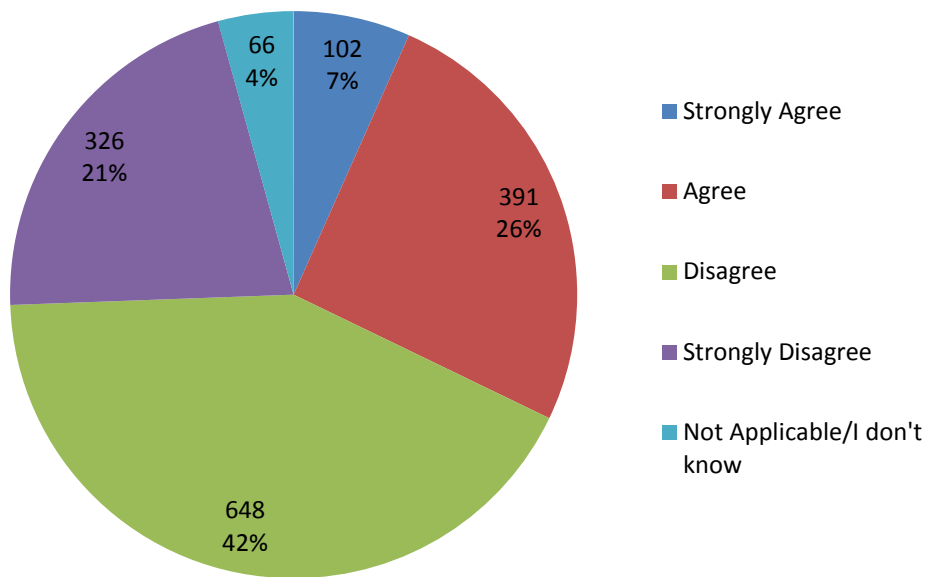
The Human Resources website is a useful resource



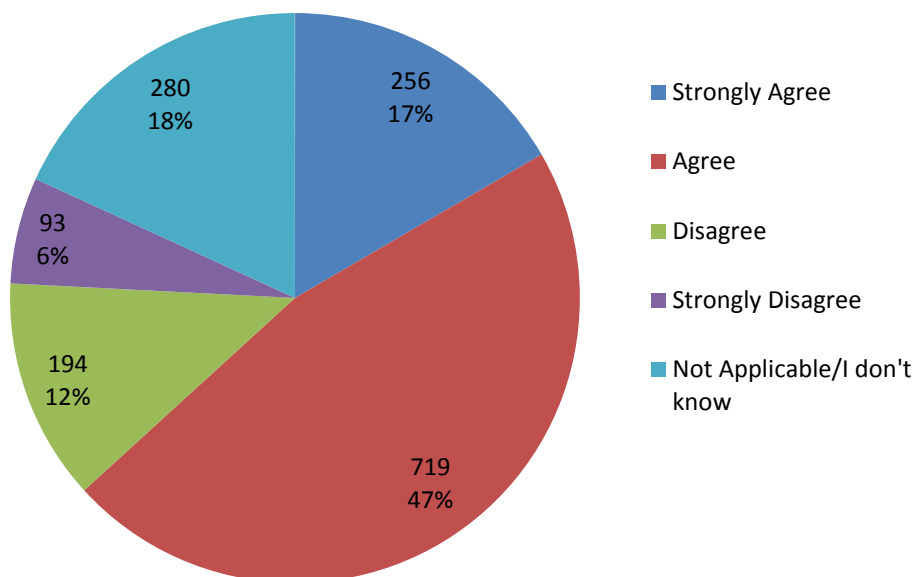
When I contact HR, my first contact person answers my questions or directs me to the appropriate area



I know whom to contact for specific HR questions

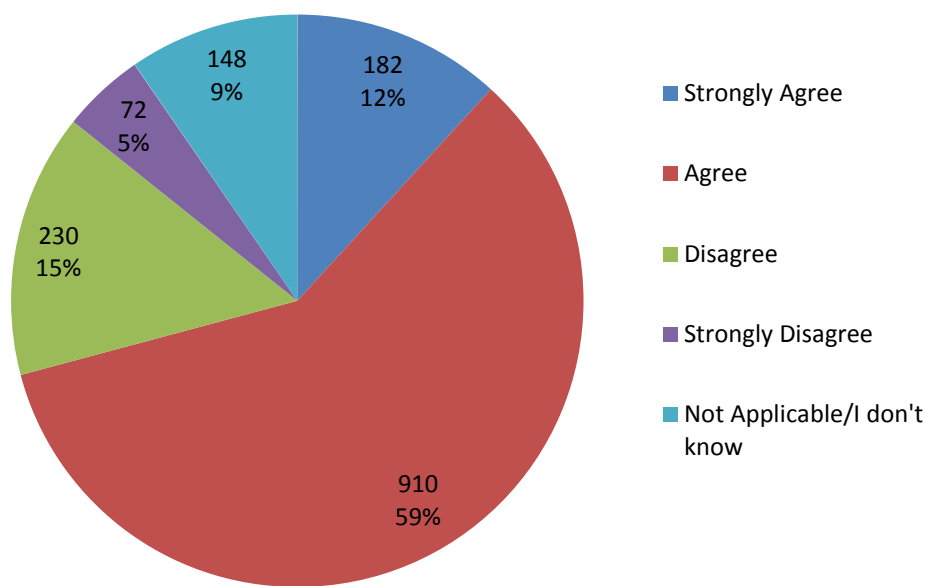


I am confident that my communications with HR remain confidential

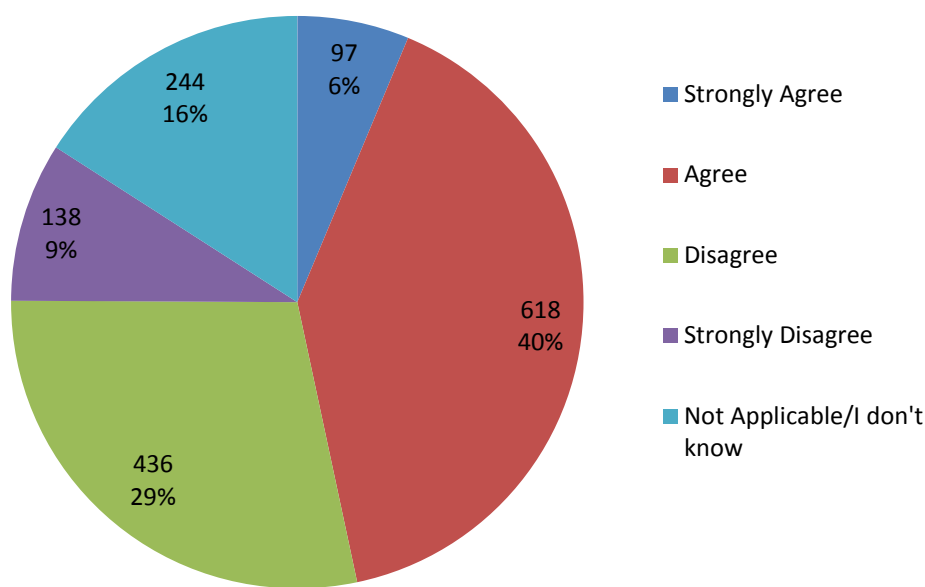


Customer Service

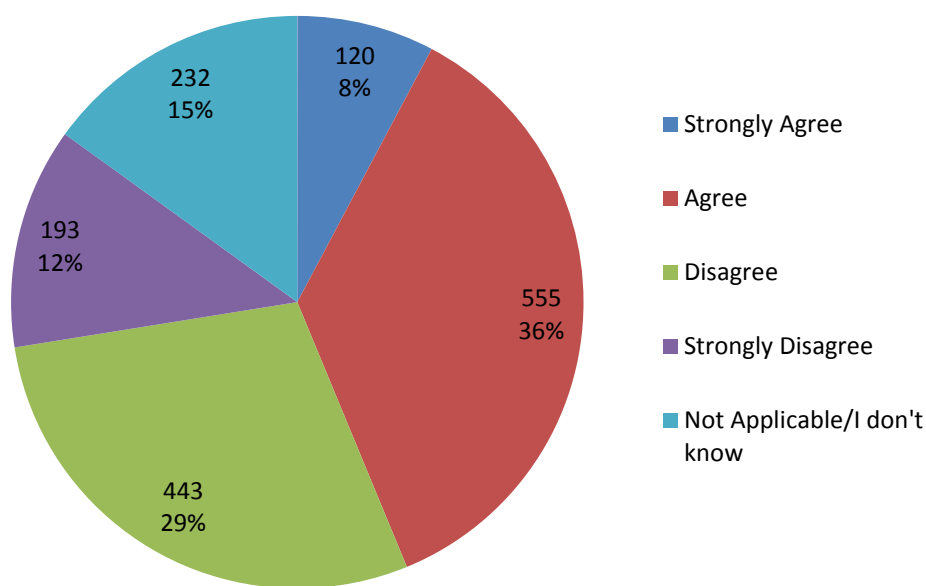
The HR department provides valuable resources



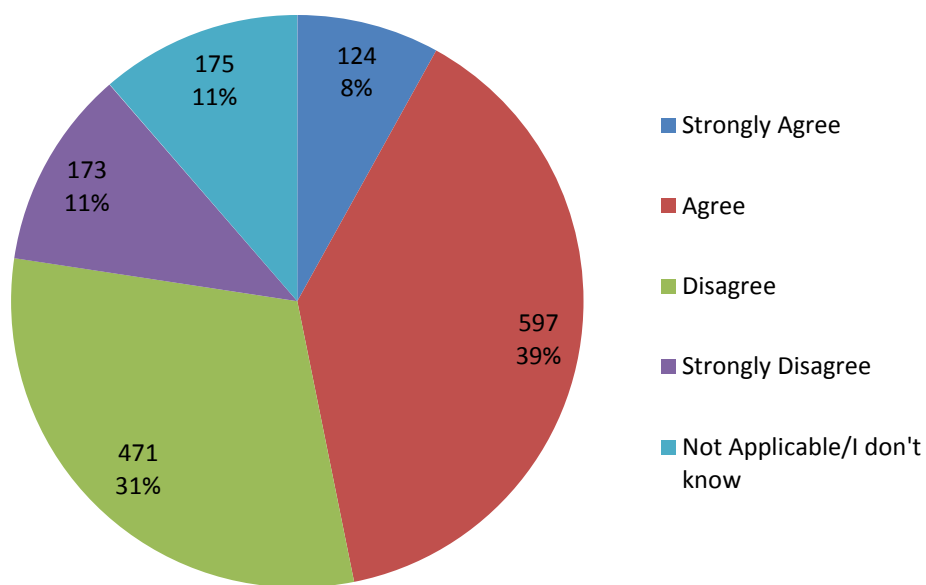
HR has a clear understanding of employee needs



I am confident that the HR department will be able to assist me with difficult situations

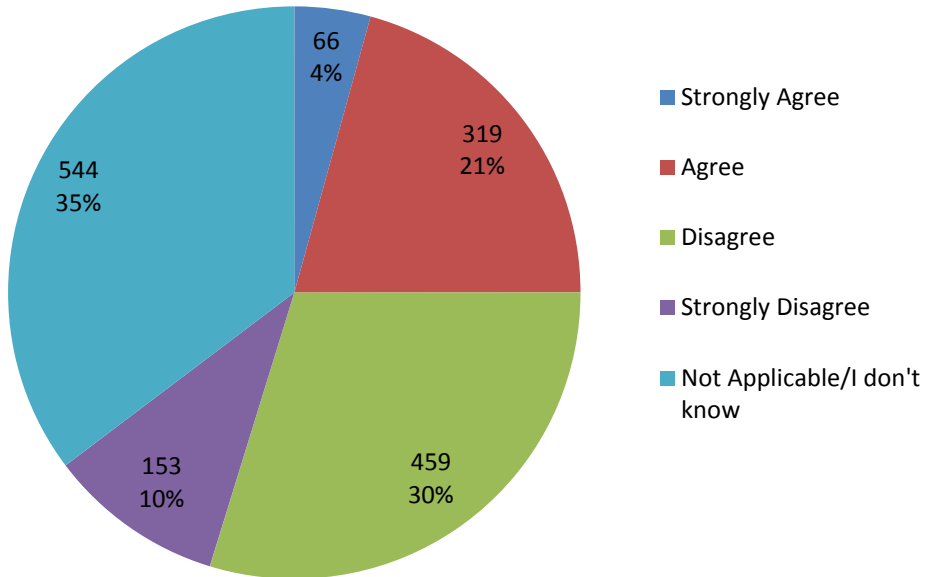


I find it easy to work with HR

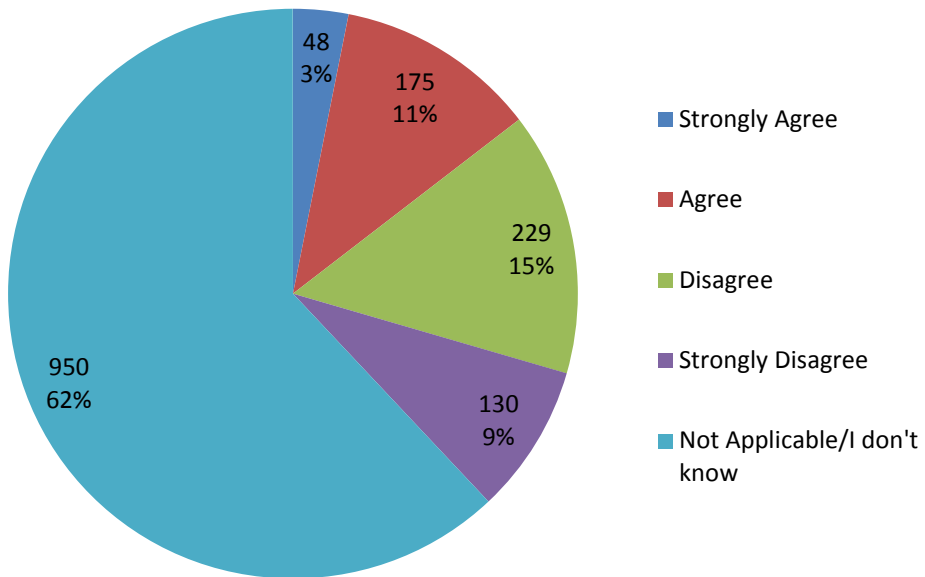


Change & Adaptability

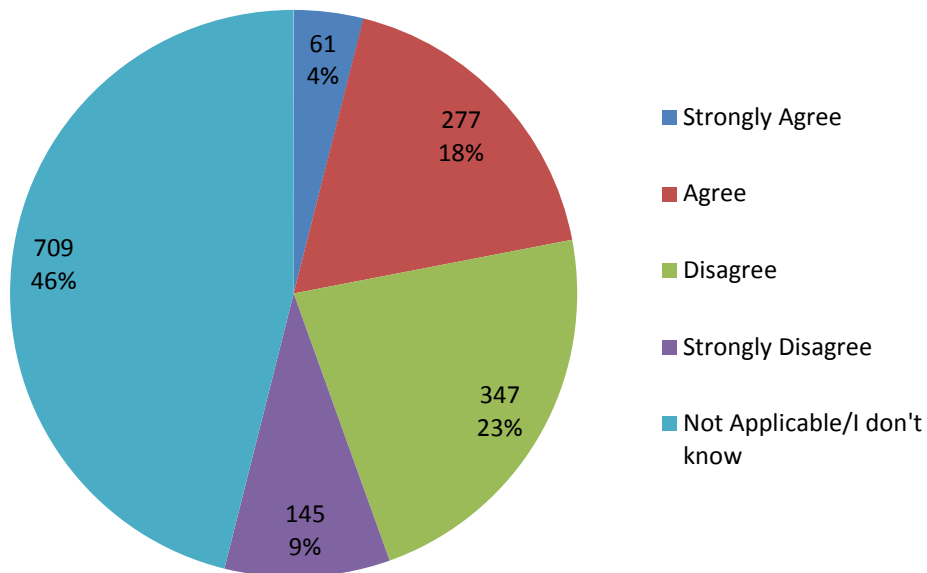
HR provides opportunities for feedback on practices and procedures to improve efficiency



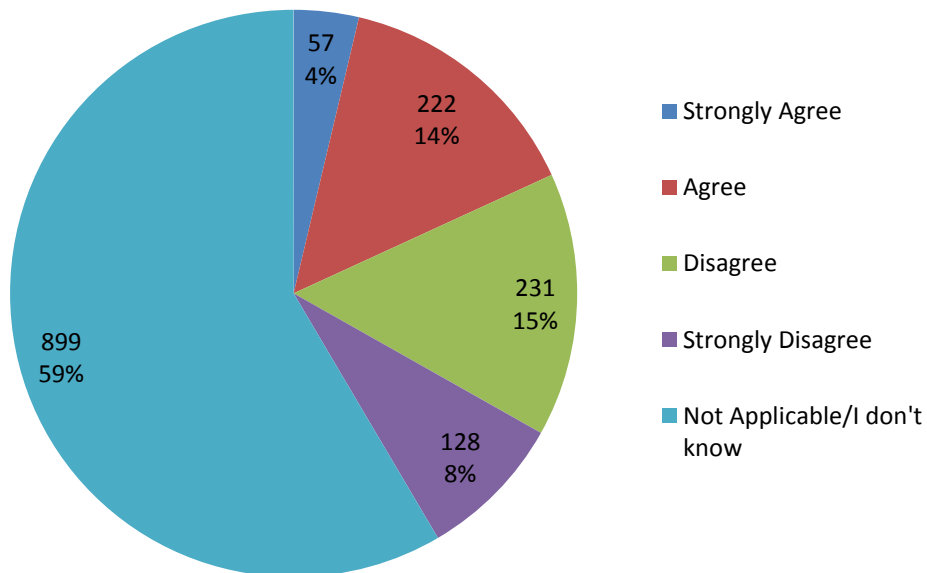
HR is responsive to my suggestions on how to improve processes



HR is proactive in implementing changes to address challenges and opportunities

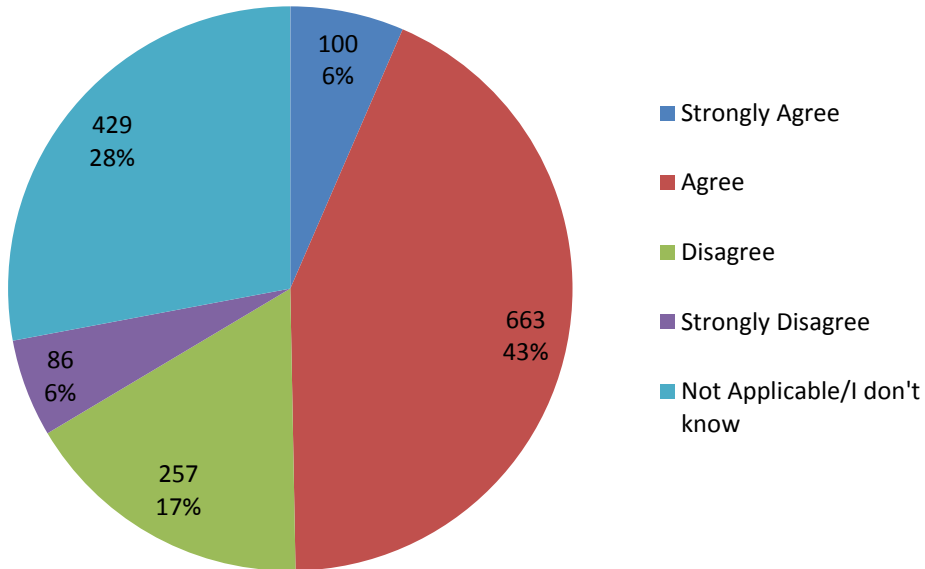


HR Leadership involves the appropriate constituents when making significant changes

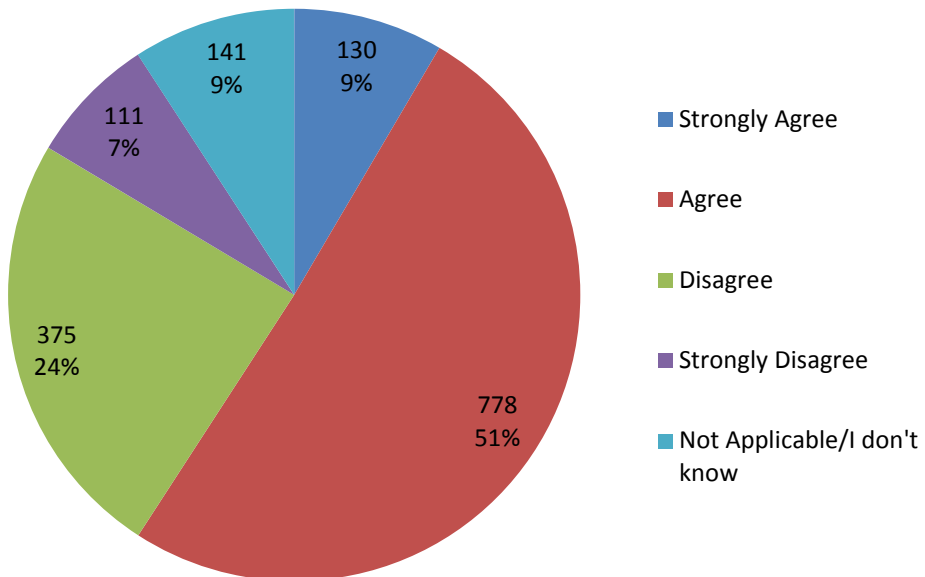


Policies & Procedures

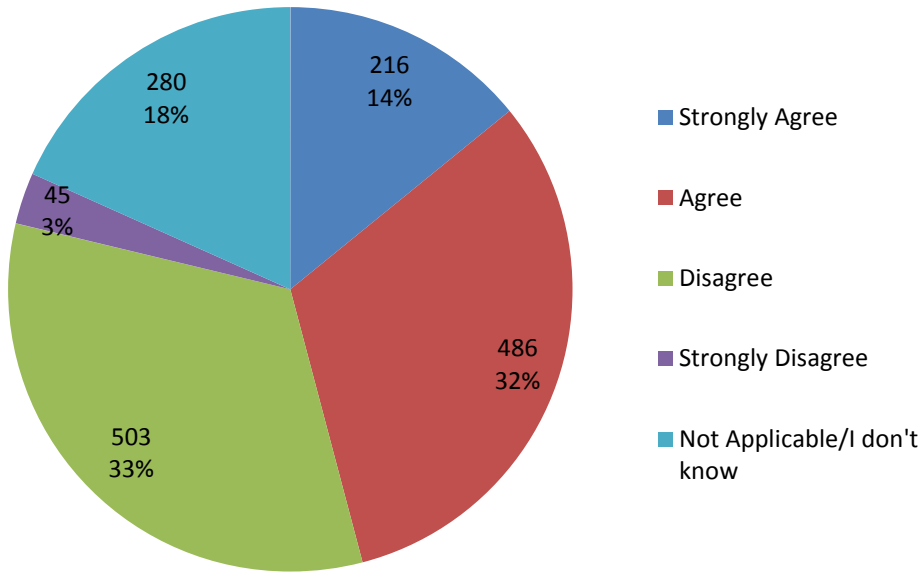
The HR department reinforces Drexel's standards of performance/Shared Values



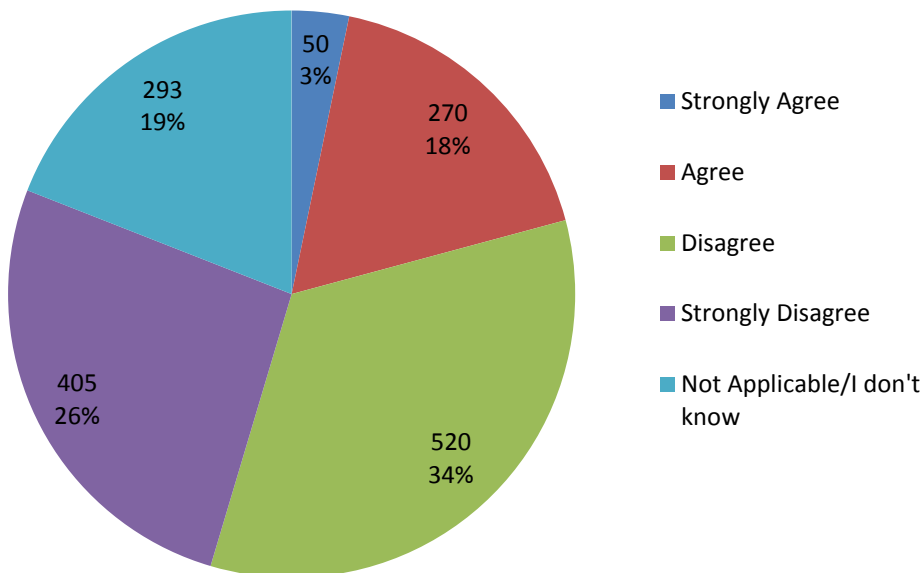
HR policies and procedures are easily assessable and comprehensive



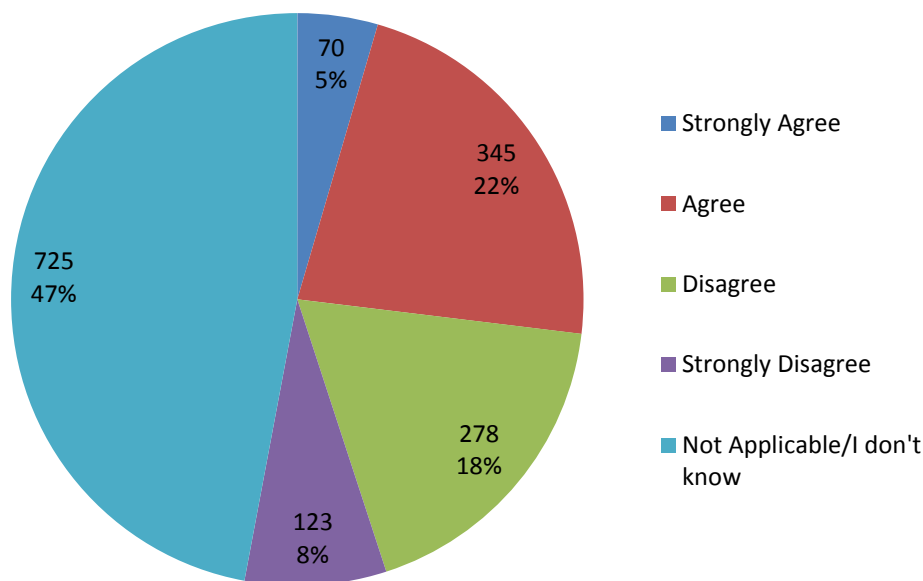
HR procedures require too much paperwork



Current merit and promotional processes are effective in rewarding employees

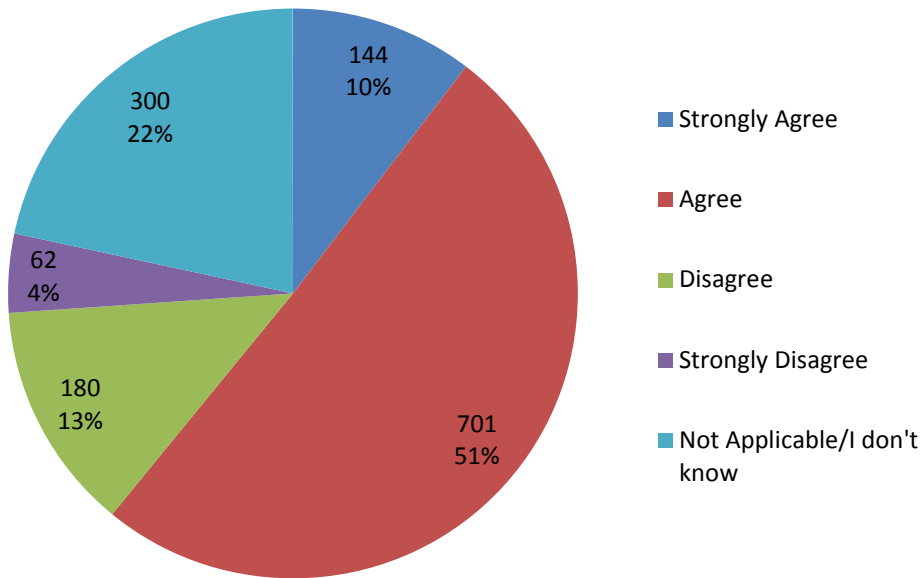


I feel HR provides me with guidance to be a more effective supervisor

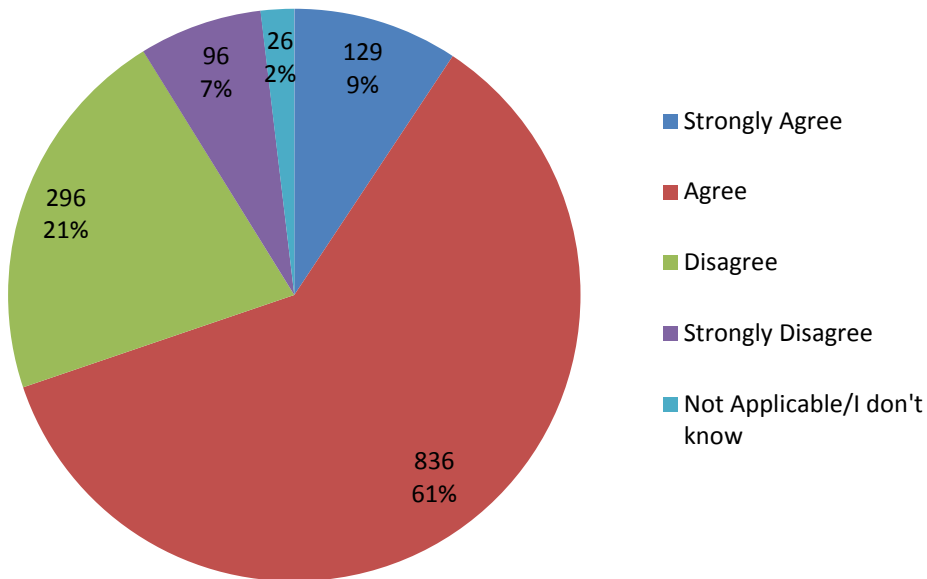


Benefits

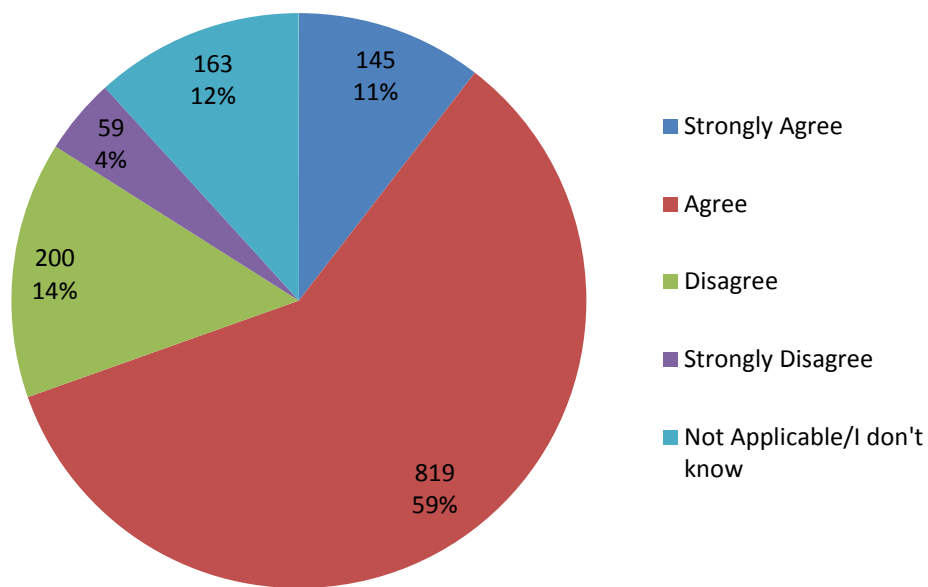
HR does a good job at controlling benefits and health care expenses



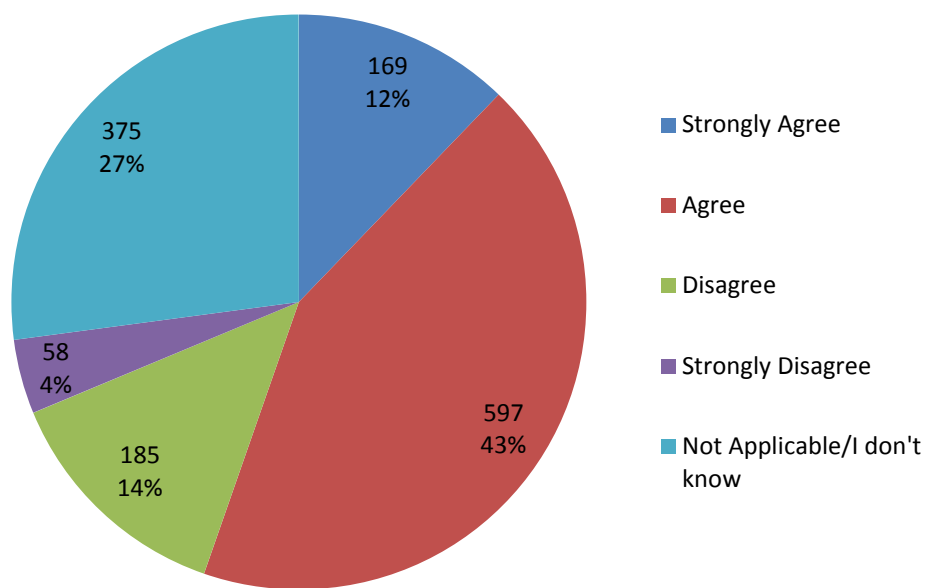
The information that I have received about employee benefits is easy to understand



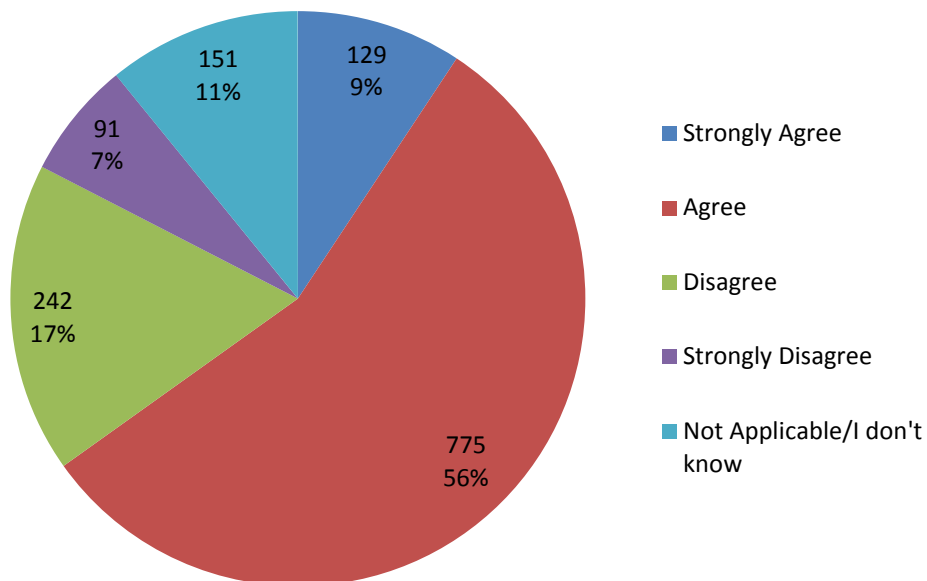
Adequate training sessions are made available to discuss new benefit offerings



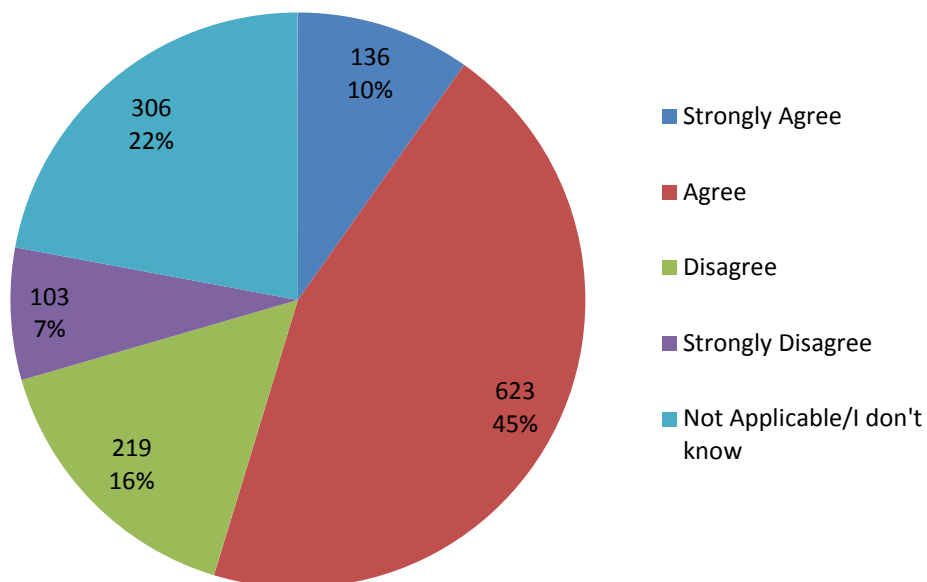
Our Wellness Program initiatives are engaging and beneficial



I am satisfied with the overall level of service I receive from the Benefits team

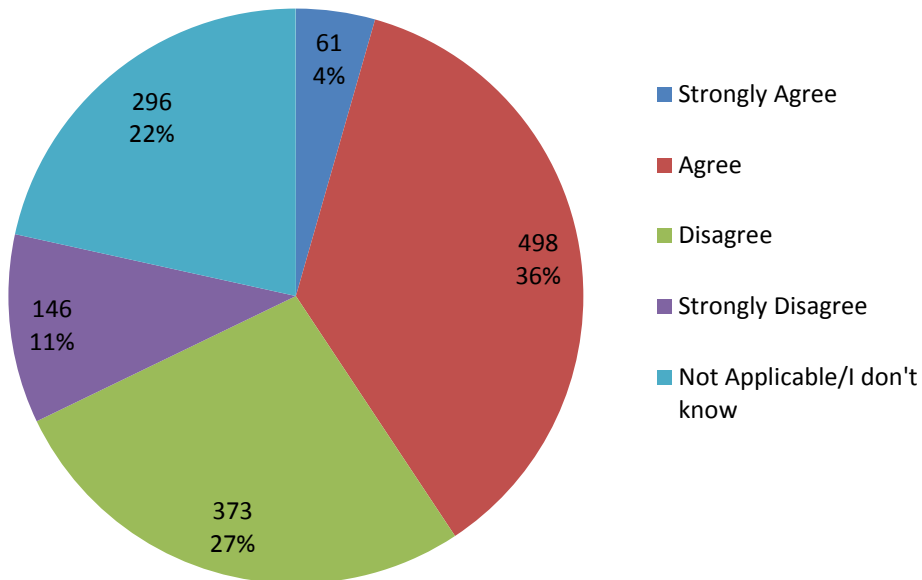


The Benefits team responds to my questions and inquiries in a timely manner

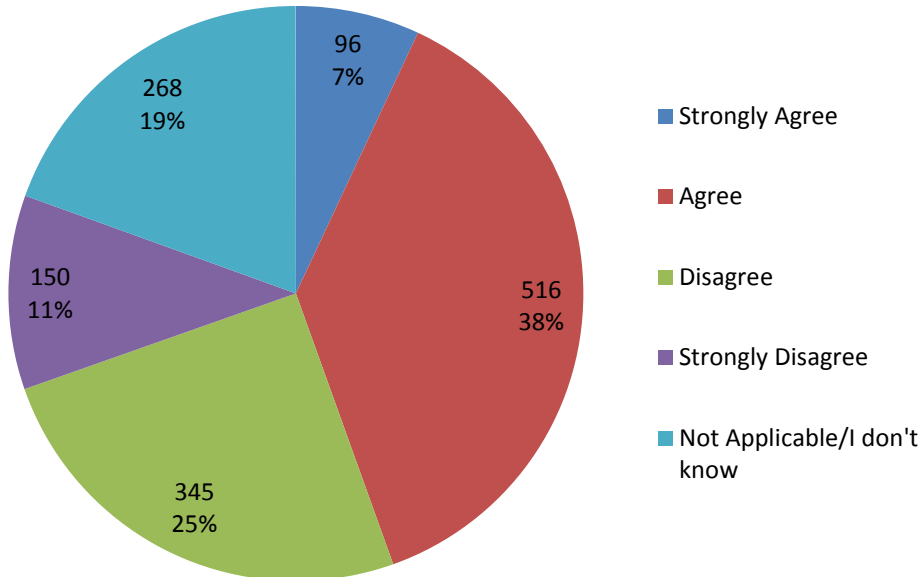


Compensation

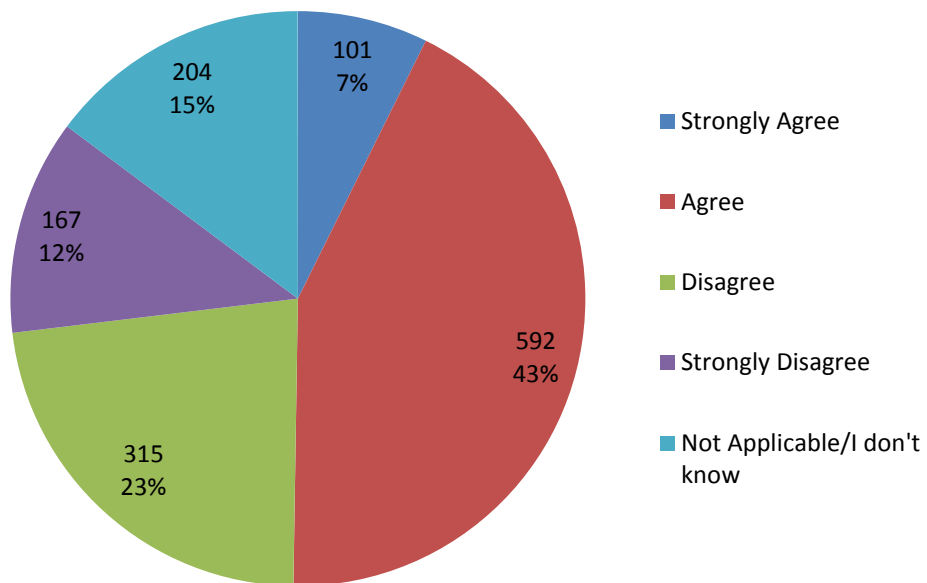
HR provides a compensation framework that is consistent, equitable and fair



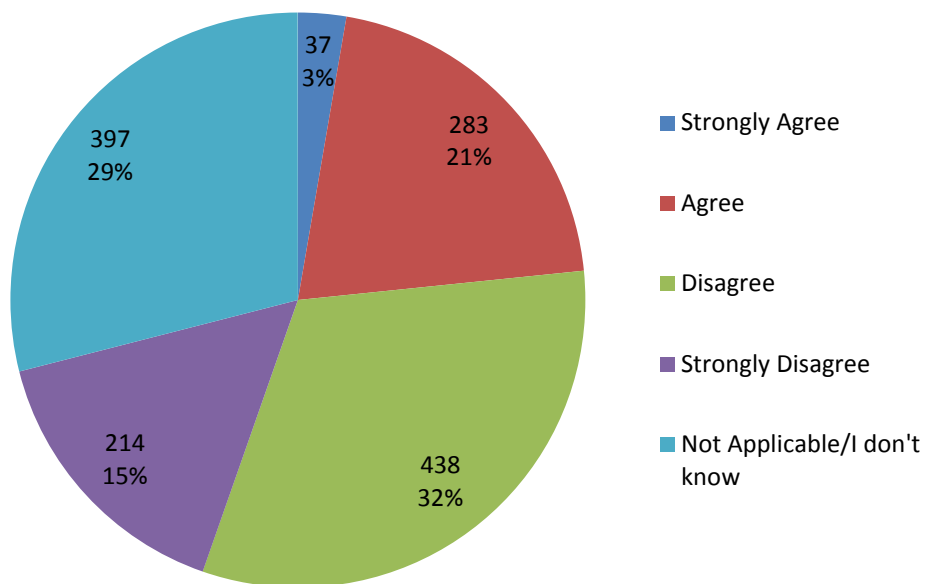
Salary grade information is easily accessible to employees and managers



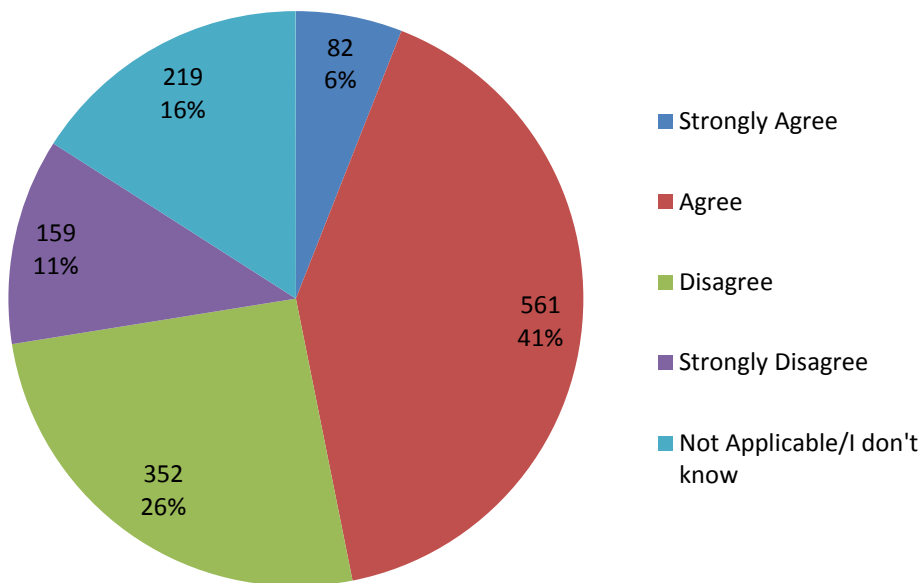
I have a current, up-to-date job description



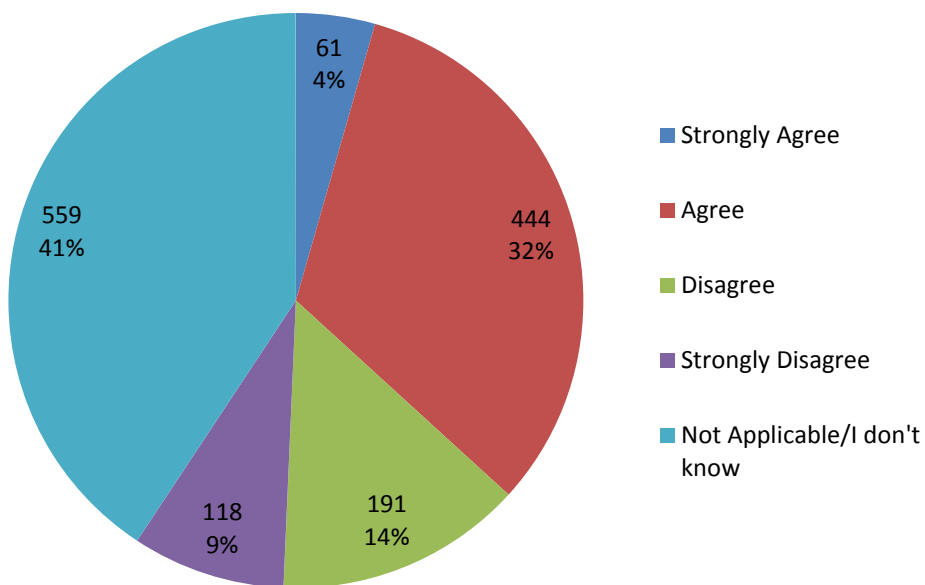
HR provides guidance and career progression opportunities



I can easily access and understand the University's pay policies

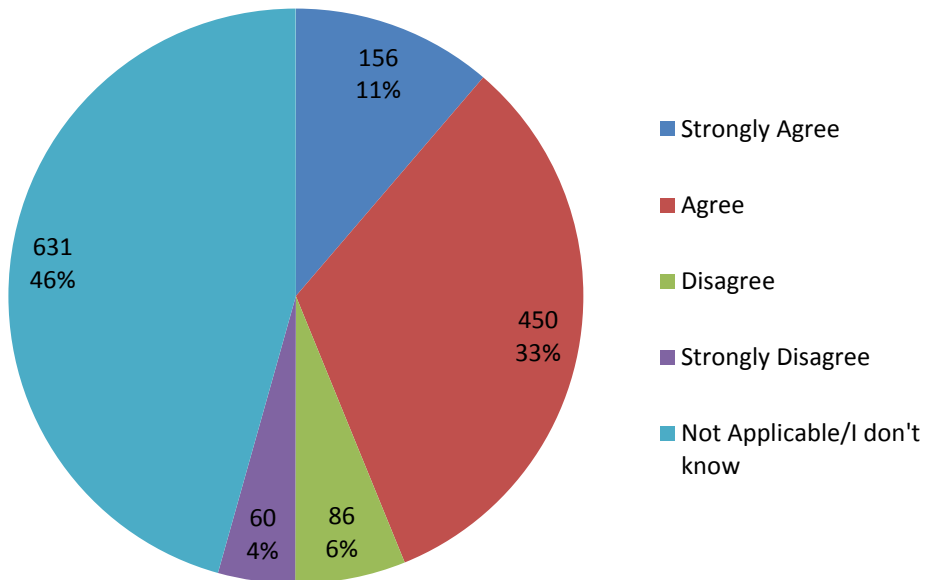


I am satisfied with the overall level of service I receive from the Compensation team

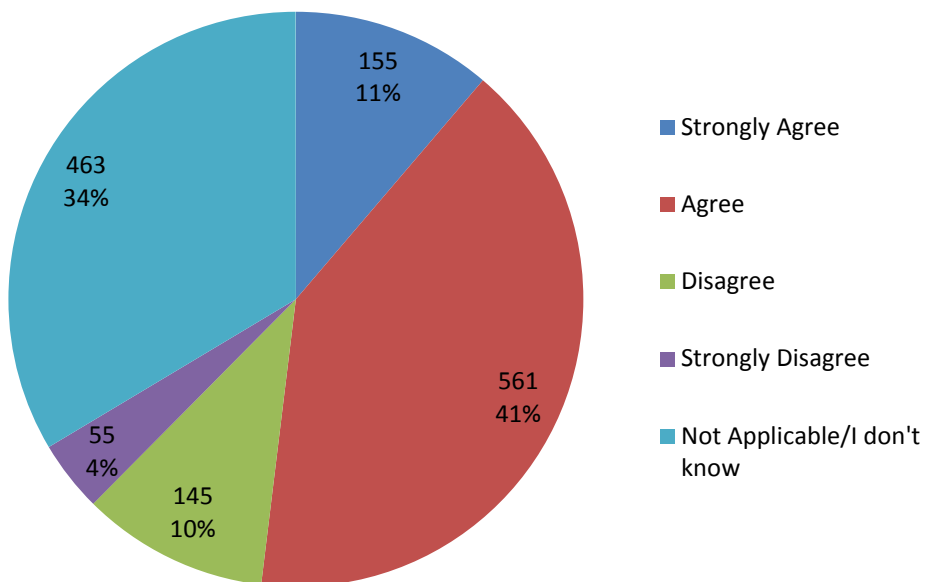


Employee Engagement/Programs & Events

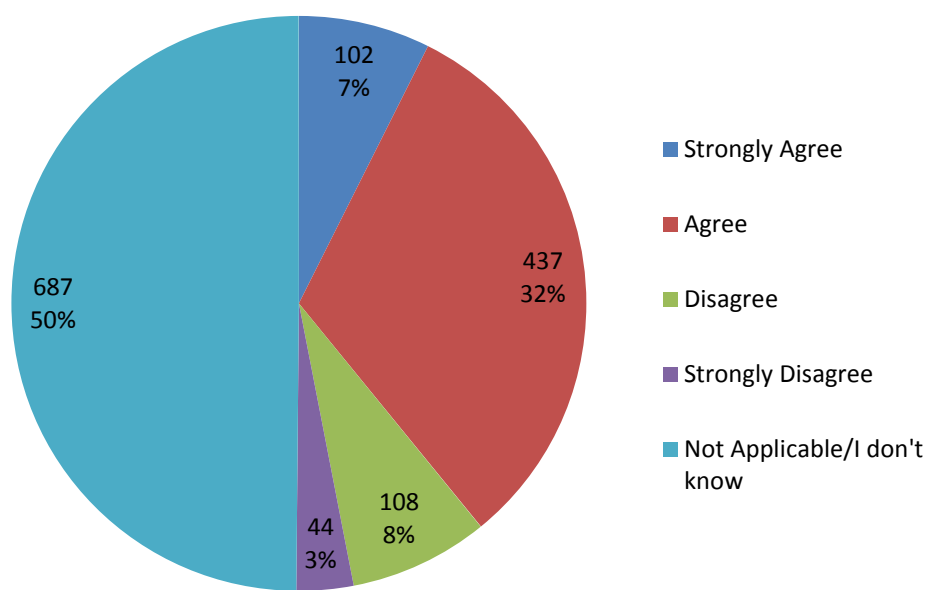
The Home Ownership Program enhances civic engagement at the University



Employee engagement/Programs & Events makes Drexel a more desirable work environment

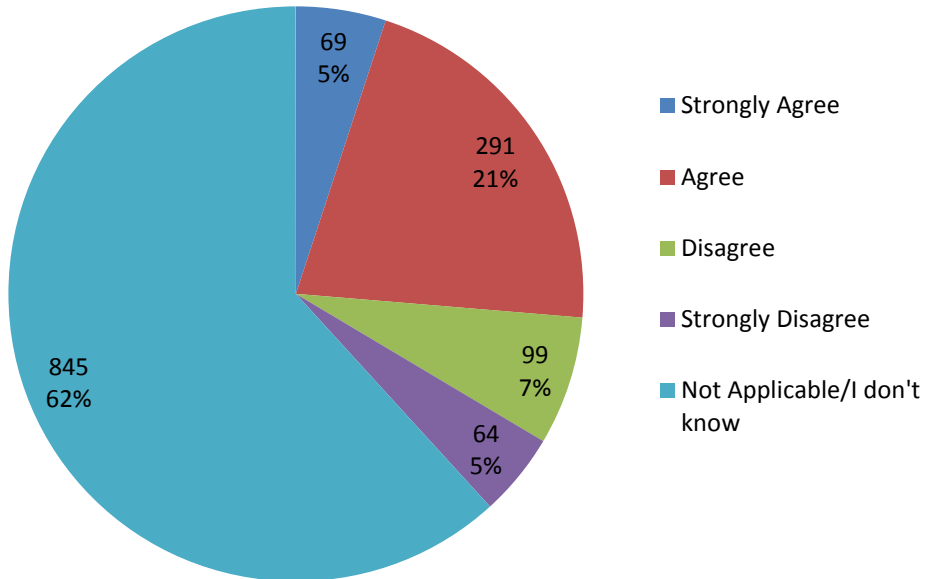


I am satisfied with the overall level of service I receive from the Employee Engagement team

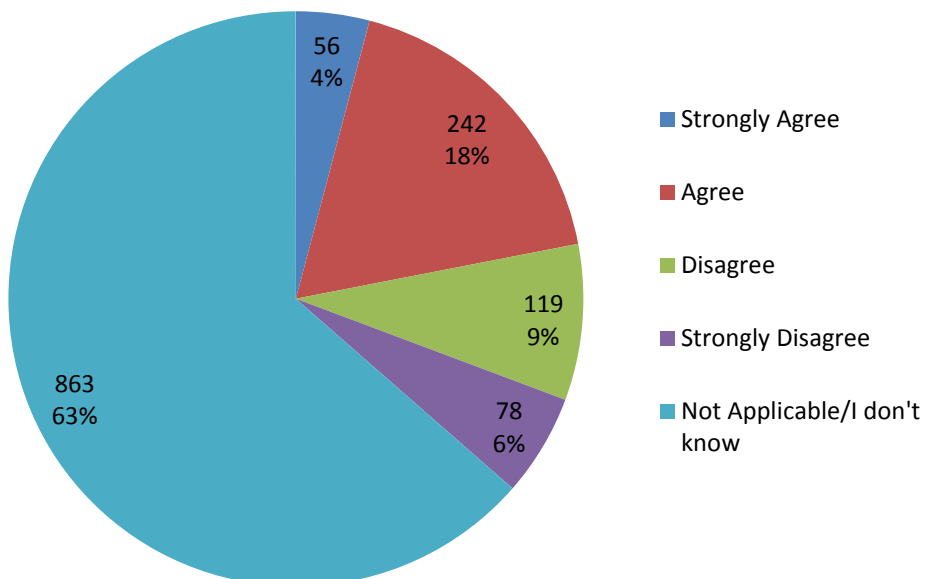


Employee Relations

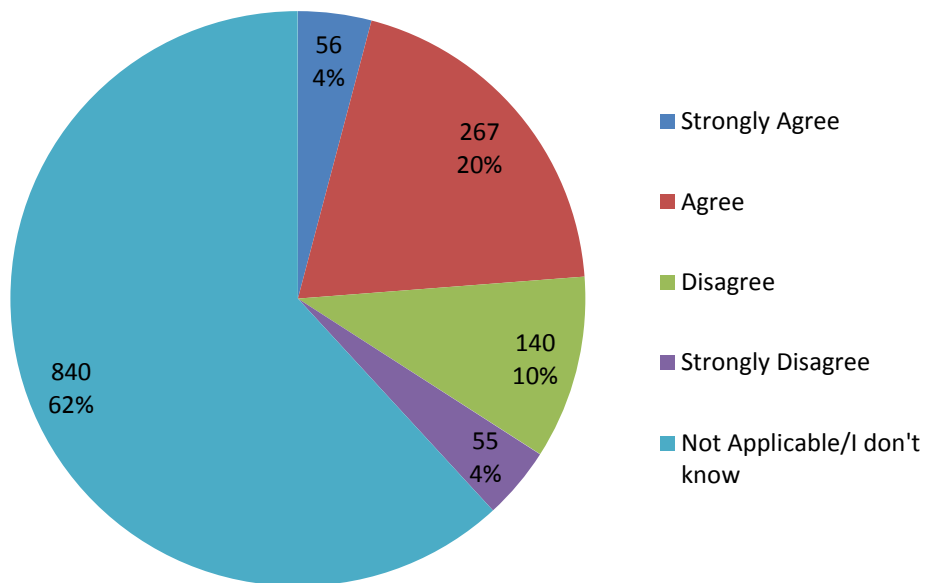
HR provides me with appropriate guidance when there is a performance issue with an employee



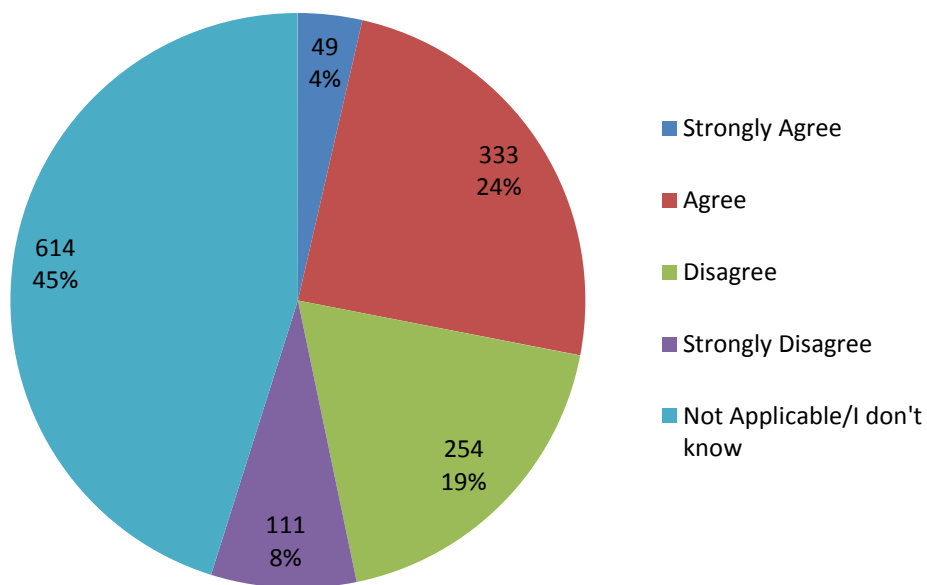
HR effectively helps managers that are having difficulties within their department



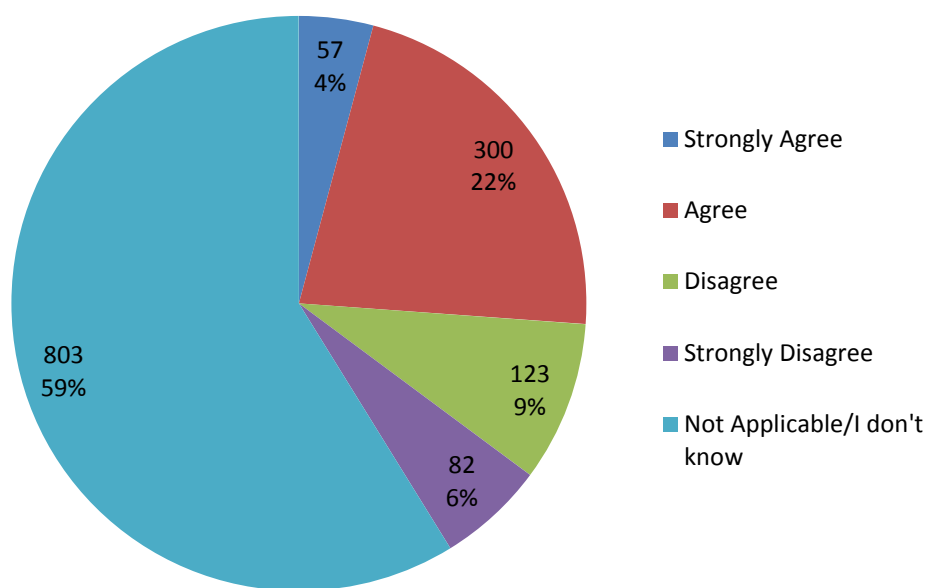
HR provides me with coaching to be a more effective supervisor



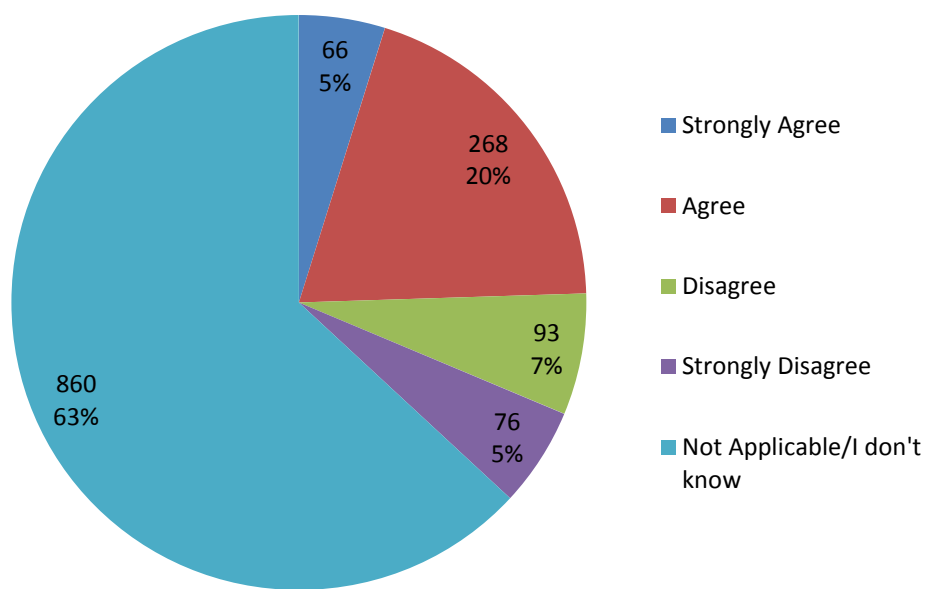
The performance improvement process and procedures are clearly defined and helpful



I am satisfied with the overall level of service I receive from the Employee Relations team

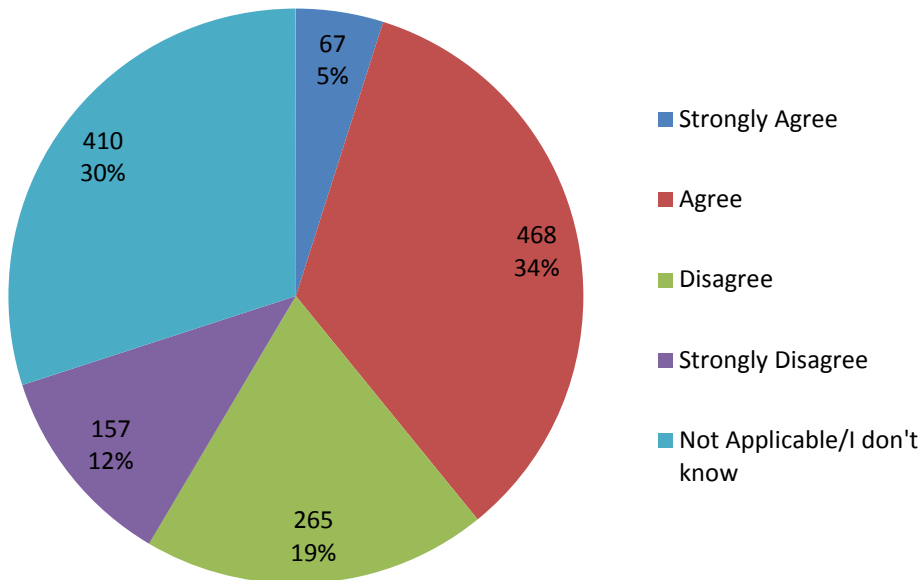


ER responds to my questions and inquiries in a timely manner

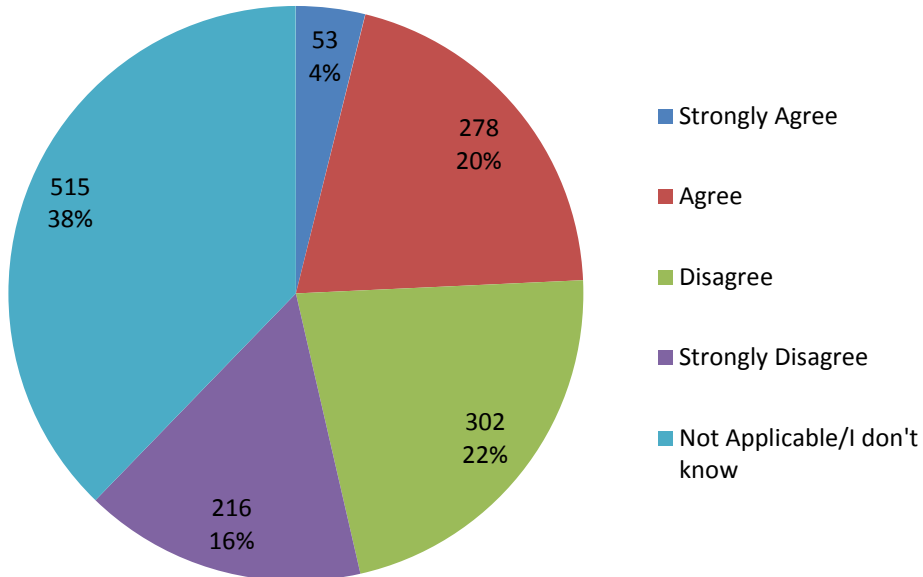


HRIS

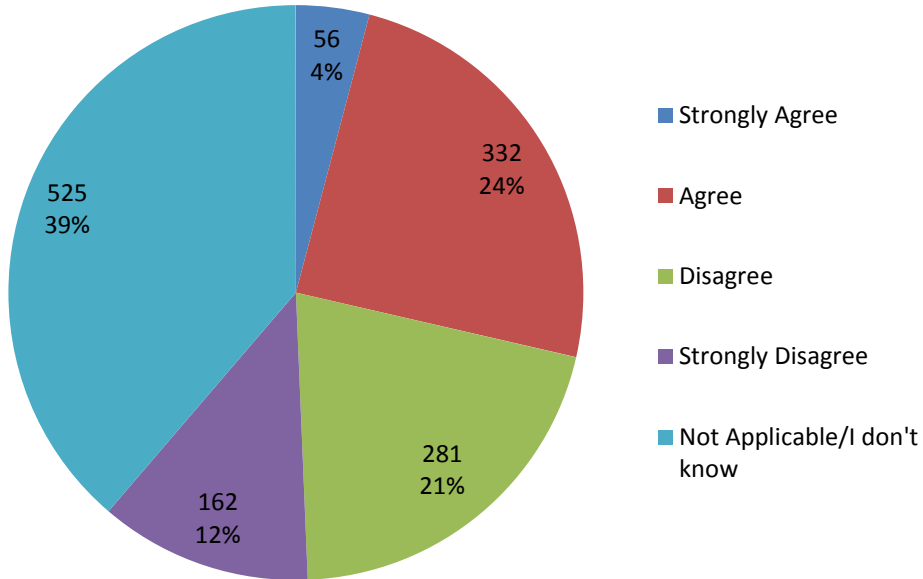
I am satisfied with the technology utilized in Human Resources



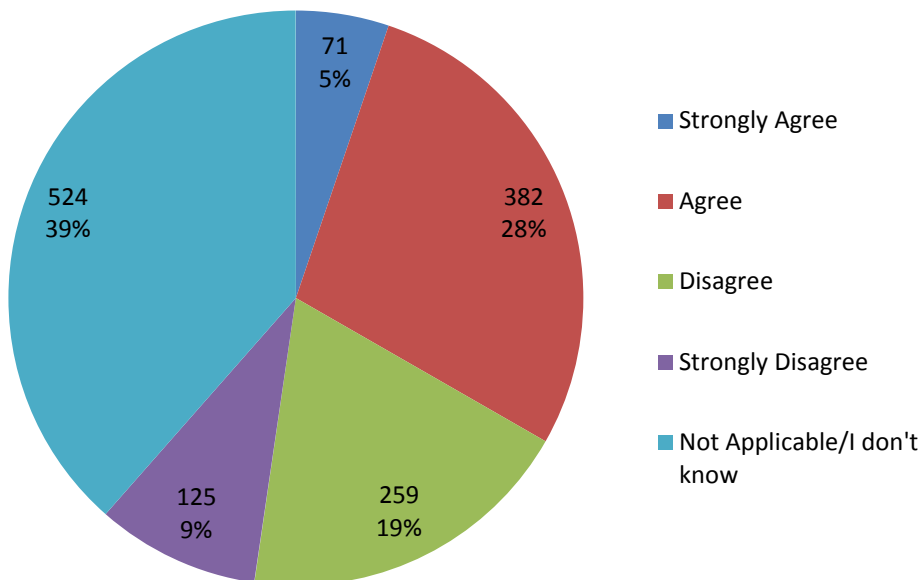
Personnel changes are completed in an accurate and timely fashion



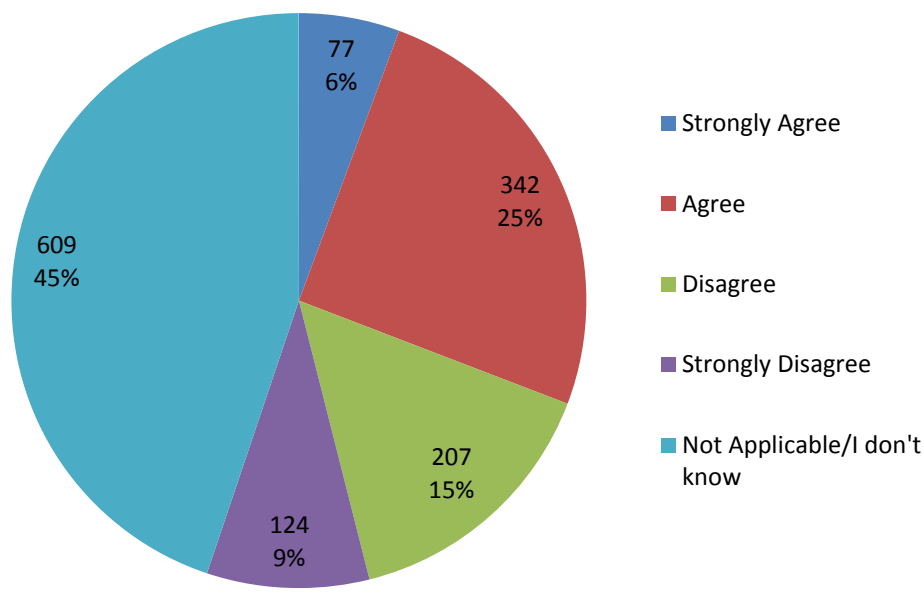
HR information is appropriately integrated throughout the University



I am satisfied with the overall level of service I receive from the HRIS team

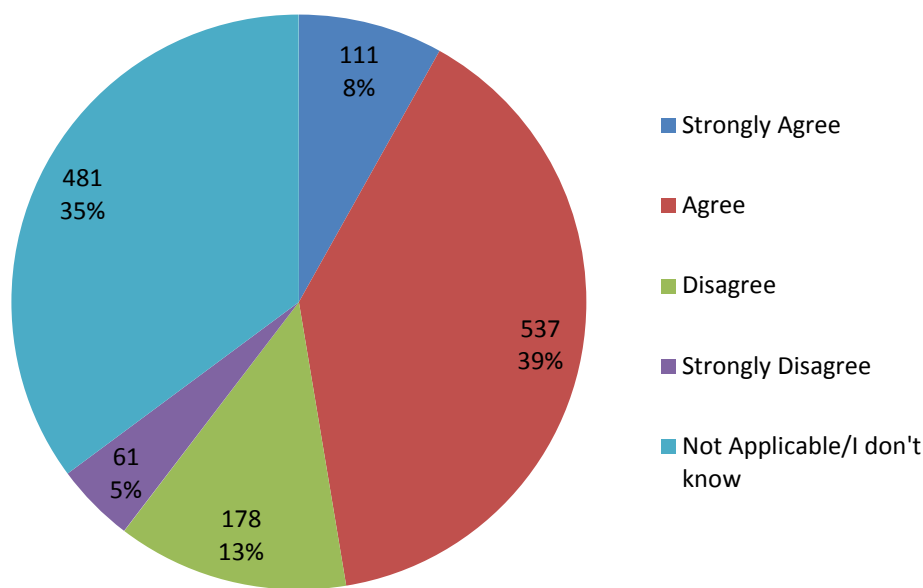


HRI S responds to my questions and inquiries in a timely manner

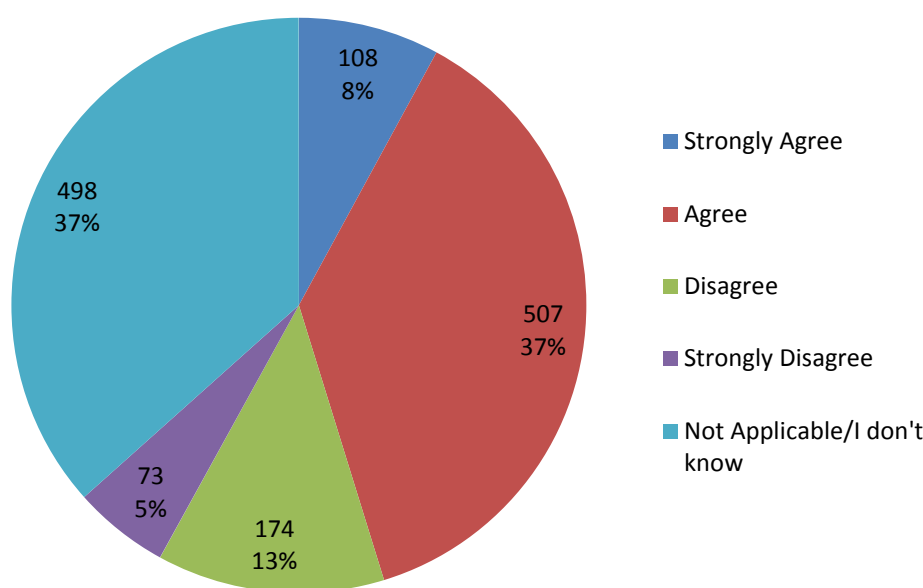


Learning & Development

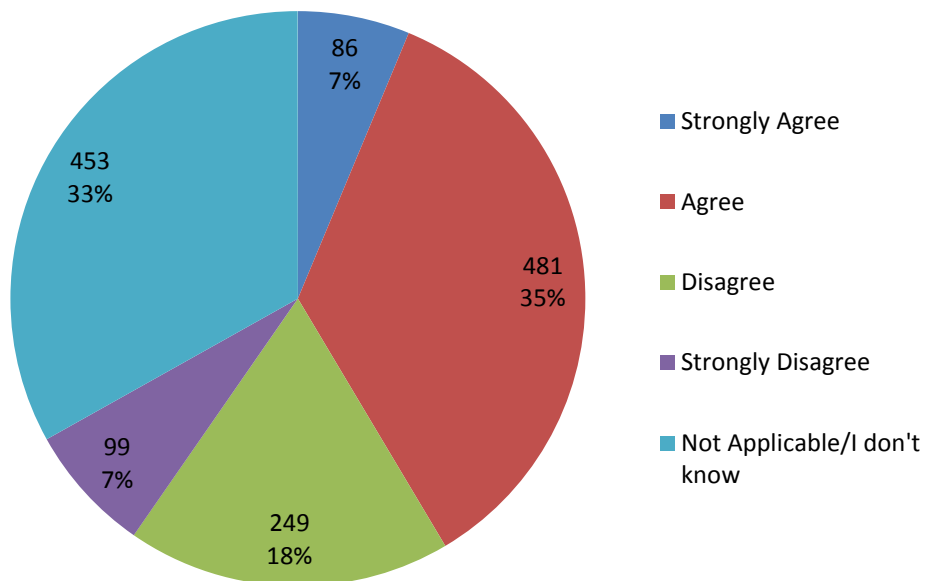
I am satisfied with the Learning and Development Programs



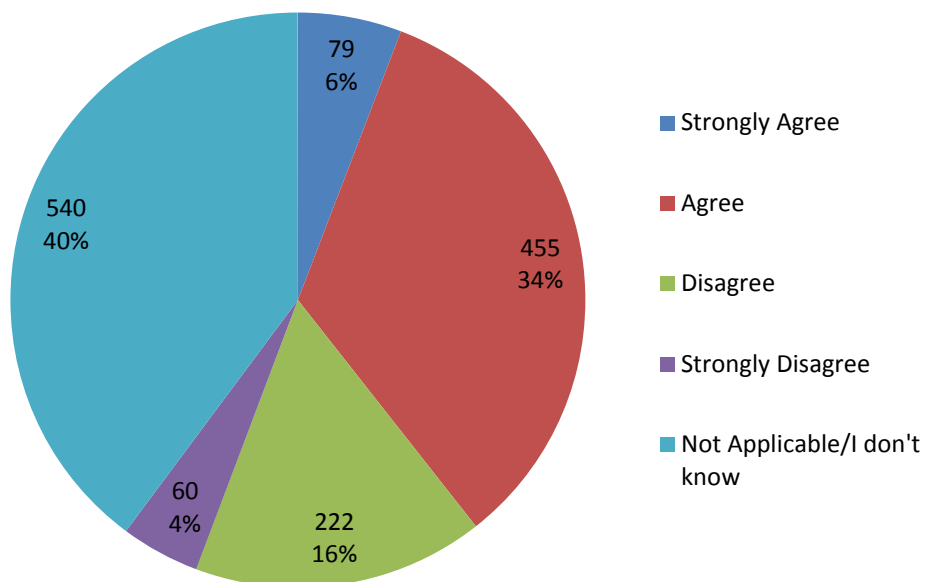
The programs offered help me to develop new knowledge, skills, and capabilities



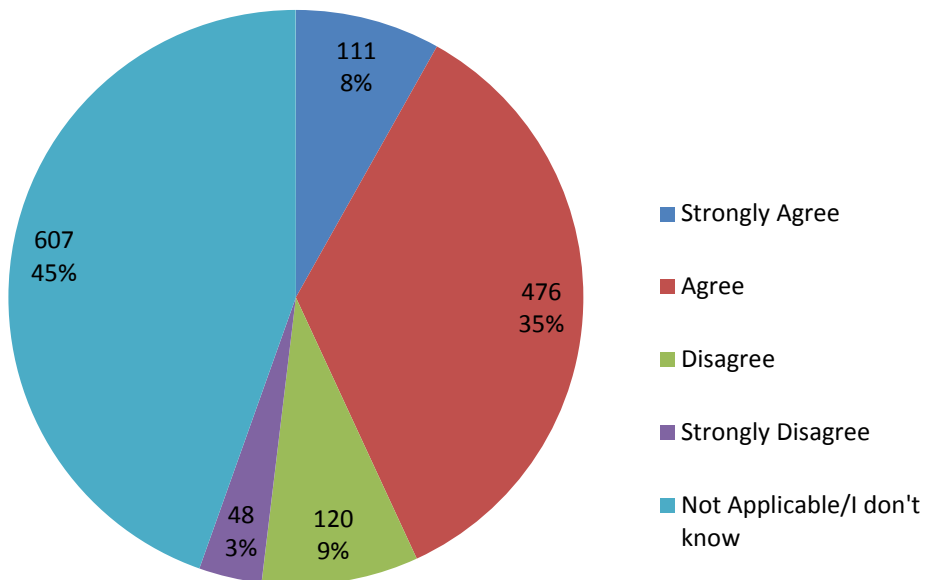
I am satisfied with the Career Pathway tool



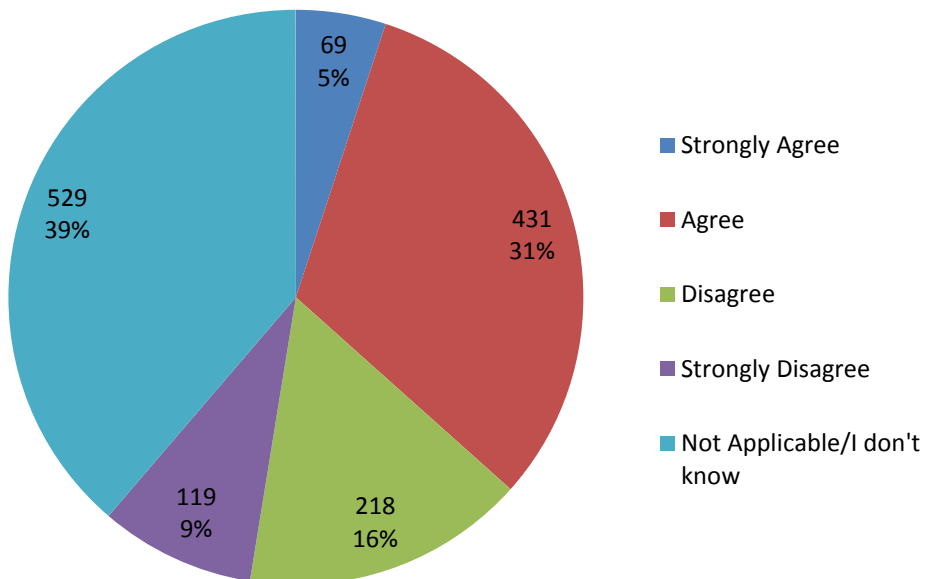
Online offerings and classroom programs address my needs



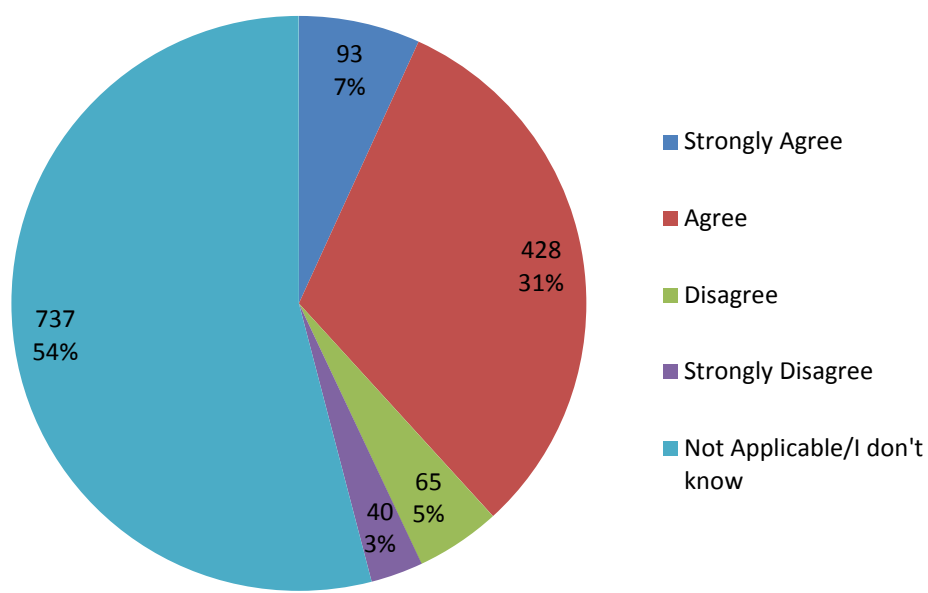
I am satisfied with the level of service I receive from the Learning and Development team



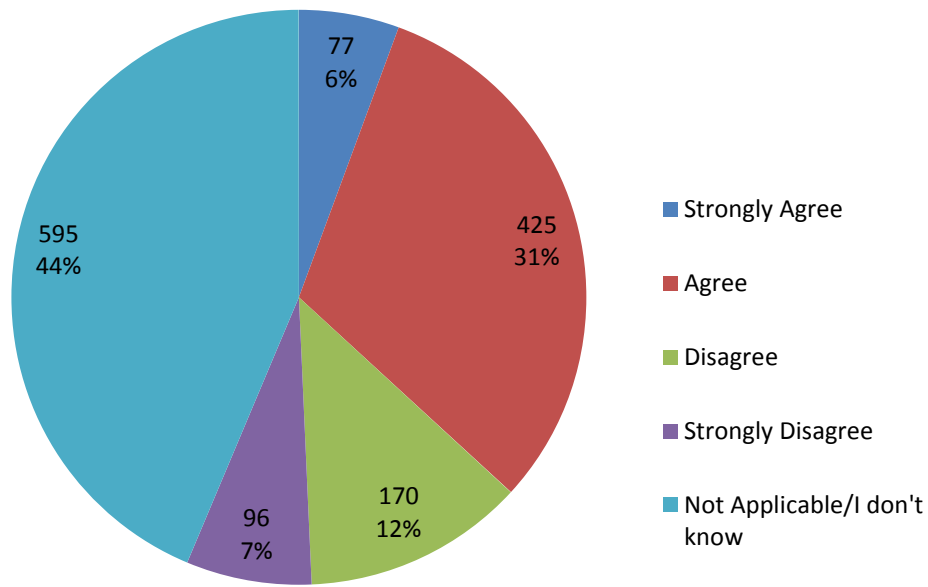
I am satisfied with the support I receive during the Performance Management process



The Learning & Development team responds to my questions and inquiries in a timely manner

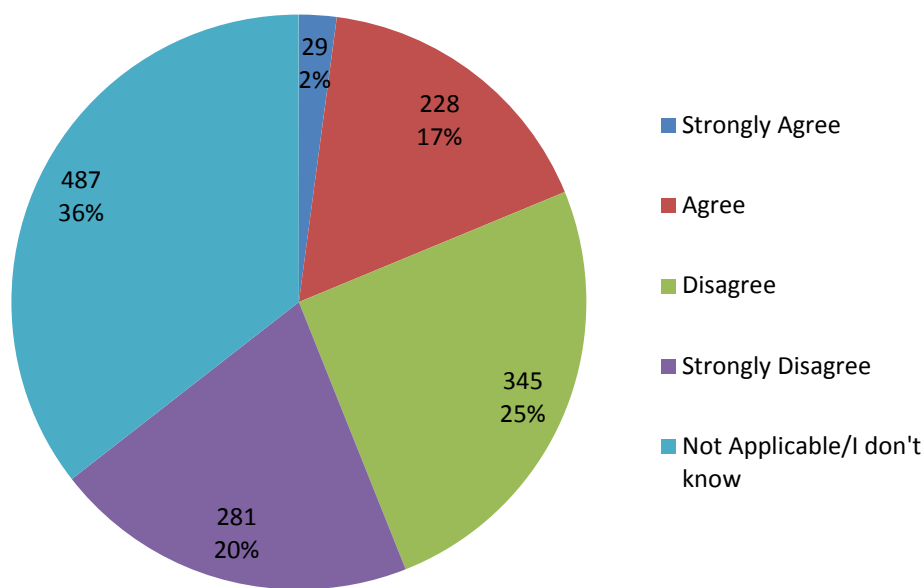


I am satisfied with the support I receive regarding the performance management process

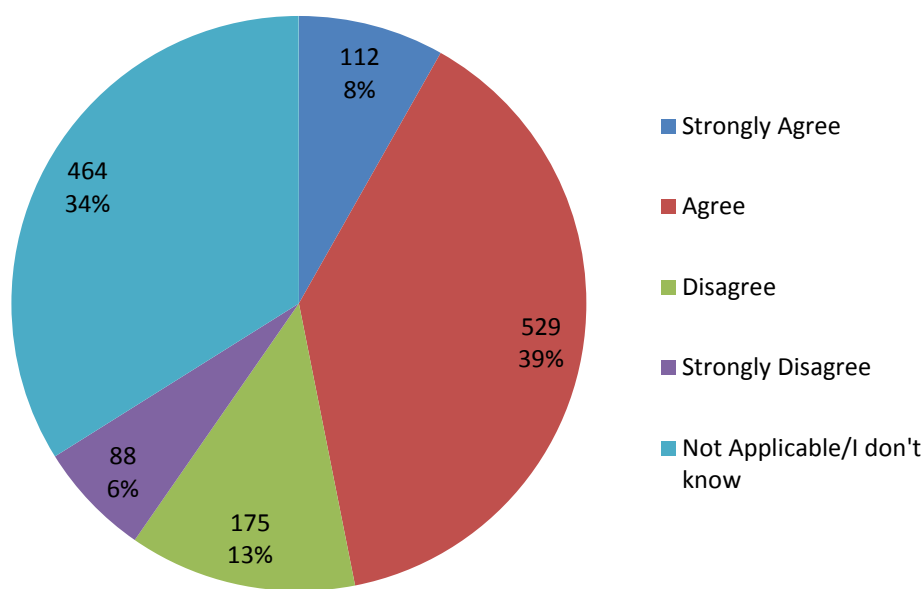


Talent Acquisition

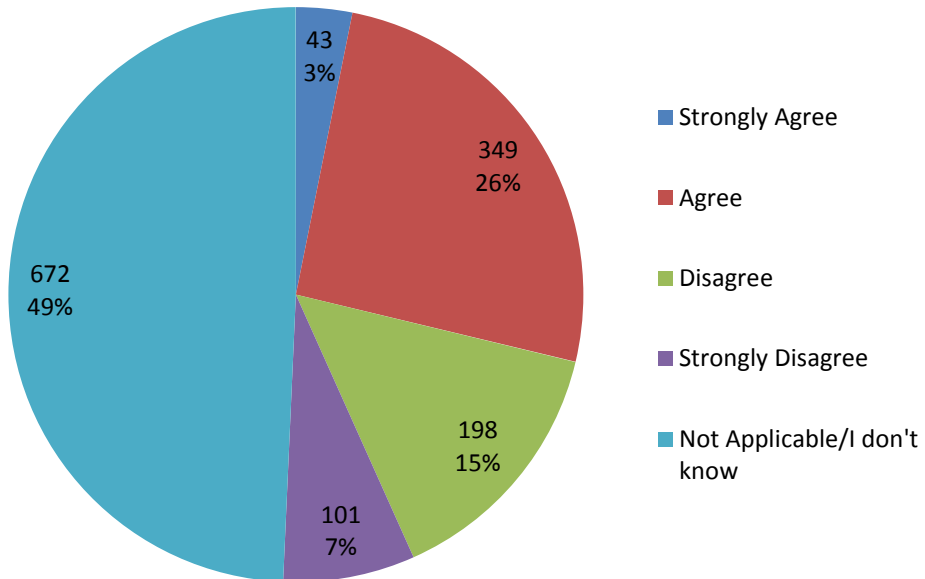
I am satisfied with the length of time it takes to fill open positions



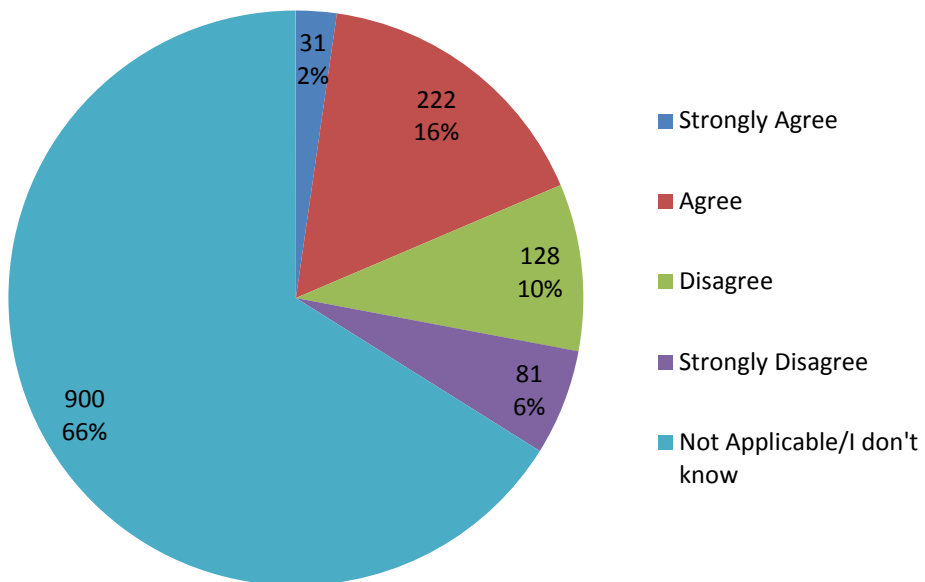
I understand the efforts that go into the recruitment of new hires



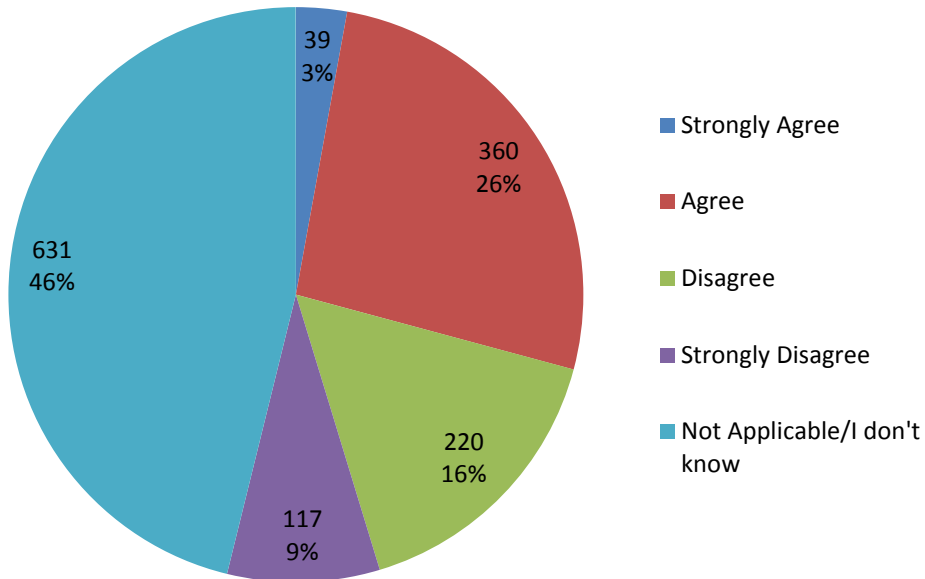
HR does a good job of providing high quality candidates



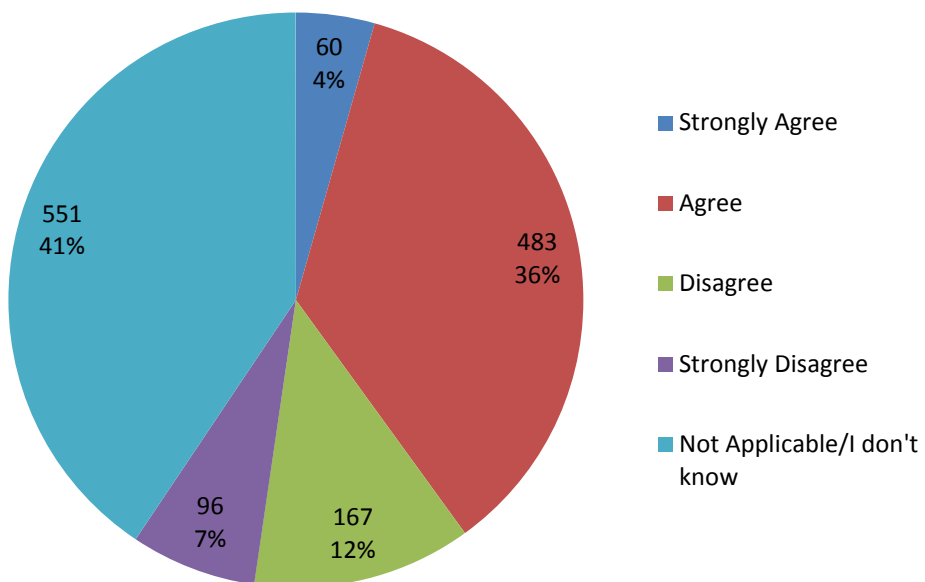
I am satisfied with the technology and processes used to hire faculty



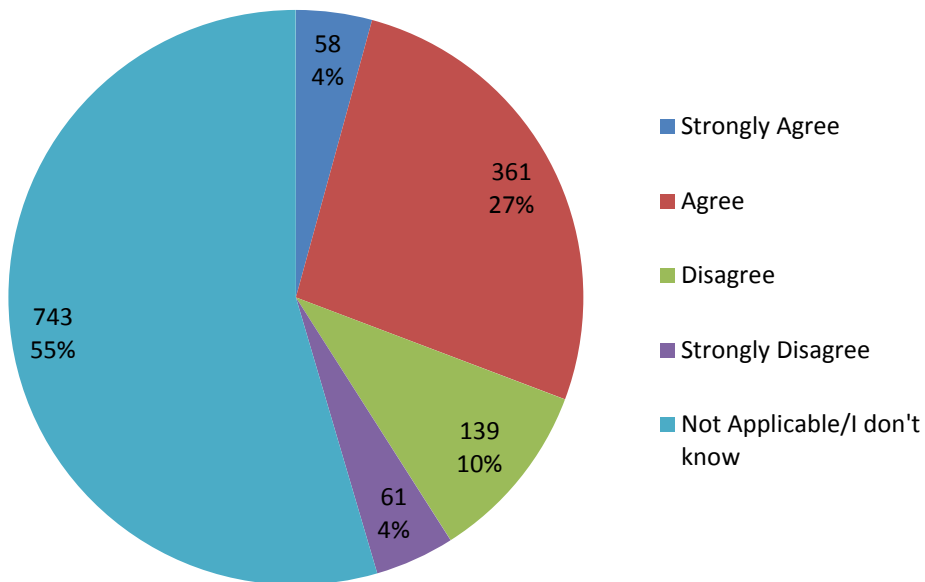
I am satisfied with the technology and processes used to hire professional staff



I am satisfied with the new hire orientation program



I am satisfied with the overall level of service I receive from the Talent Acquisition team



The Talent Acquisition team responds to my questions and inquiries in a timely manner

